

Protection of personal privacy with respect to bookings of international tickets through the Internet

1. Using cookies:

An interactive site like this on-line booking site is based on a dialogue between the user and the central database. So as to allow the central database to 'answer' each of your 'questions', this on-line application uses an elementary form of totally harmless cookies that will disappear at the end of your booking session.

These are functional cookies allowing our database to recognise the user of our site and to know which answer is to be sent to which user. These functional cookies are stored in the memory of your browser and not on your hard disk. Therefore, they disappear when the browser is closed.

Functional cookies do not allow for saving information about the visitor.

2. Securing communication:

On our on-line booking site all confidential transactions are secured and protected by the SSL (Secure Socket Layer) technology. Each time you send confidential information like your user name, password and personal data, it is encrypted and therefore cannot be read by third parties.

3. Information notice on personal data protection

For the CFL, the customer is placed at the centre of our concerns.

For this reason, naturally, the protection of your personal data is an absolute priority for the CFL (for each entity of the CFL Group structure respectively, which may process your personal data for the purposes of its activity).

This information notice provides you with the necessary information and explains to you how we collect, use, share, store and protect your personal information. It also informs you of your rights and how to exercise them.

1. Who is the controller?

The Société Nationale des Chemins de Fer Luxembourgeois (Luxembourg National Rail Company, CFL), 9 place de la gare – L-1616 Luxembourg, is the Controller of your personal data processed by us. In this capacity, we are responsible for the way in which we collect, use, share, store and protect your personal data.

2. Which categories of personal data are processed and for what purposes?

The task of the Société Nationale des Chemins de Fer Luxembourgeois (CFL) is to transport passengers, manage the infrastructures and direct investments in rolling stock and in the field of the modernisation of its infrastructures. In addition, the CFL accord top priority to the efforts enabling the highest possible level of security to be guaranteed for all customers.

To carry out these tasks, we collect and process some of your personal data, which may be the following:

Depending on the type of purpose pursued, the data categories are the following:

- Identification data (surname, first name, address(es), telephone number(s), etc.)
- Personal characteristics data (date of birth, gender, nationality, identity card and/or other identifying administrative documents, etc.),
- Electronic identification data in the case of access to a CFL application (IP addresses, cookies, e-mail address, etc.),
- Financial data (credit card or bank account numbers) relating to your service purchase,
- Data relating to your household composition for the purchase of certain tickets, transport cards,
- Data relating to your profession, job

- Pictures, photos, sounds for processing relating to the security of infrastructures or rolling stock,

In certain cases, we also process specific categories of personal data, also known as sensitive data:

- Data relating to offences or convictions,
- Health data,

In all cases, the CFL undertake to ensure that the data are collected for the specific purposes and that the processing is adequate, relevant and limited to what is necessary for the purpose for which they are processed.

The purposes pursued are the following:

- management of the services provided by the CFL,
- management of our contractual relationships,
- management of subscriptions and all transport tickets,
- commercial management of passengers and prospects,
- business development and marketing,
- management of complaints and incidents,
- analysis of passenger needs,
- compilation of statistics,
- prevention and handling of offences,
- management of litigation and pre-litigation of the CFL, management of cash-out requests, management of reminders and debt collection,
- personalisation of your access to the system,
- accompaniment of passengers with disabilities or reduced mobility.

3. How do we collect, process and use your data?

We collect and use the personal data with which you provide us when you use our services.

The personal information gathered using cookies, web beacons and other similar technologies.

Your data are collected and processed for each purpose described above

- in accordance with the current regulations on the protection of personal data, including the GDPR (European Regulation (EU) 2016/679 of 27 April 2016), the related Guidelines and the national laws implementing the GDPR, where appropriate,

- legally justified

- by the fact that the processing of your personal data is necessary for the performance of a contract to which you are a party or for the performance of pre-contractual measures undertaken at your request,
- or on the basis of your consent,
- or by the fact that the processing is necessary for compliance with a legal obligation to which we are subject as controller,
- or by an interest recognised as legitimate,
- or when the processing of your data is necessary for the performance of a task of general public interest with which we are entrusted (passenger and staff safety, protection of property, prevention and identification of offences, etc.)

4. Who has access to your data?

We ensure that your personal data are processed with due regard for the purposes indicated above.

These data are shared with some of our in-house departments, subject to strict observance of the tasks assigned to these departments.

5. Where are your data processed? Are your data transferred?

Your data are processed by the CFL which take all the appropriate technical and organisational measures to protect the security of your personal data and first and foremost the confidentiality, integrity and availability of your personal data.

Within the strict framework of the purposes referred to above and whenever it is necessary, we share your personal data with the coach operators of the national network RGTR (Régime Générale des Transports routiers) and other railway undertakings (SNCF, SNCB, etc.), Luxembourg tourism associations and partners (Entente touristique de la Moselle, Château de Vianden, Coopération Witz and foreign and European tourist offices, etc.), our auditors, our legal advisers, the Luxembourg authorities or the competent foreign authorities.

For transfers, we impose security and confidentiality guarantees on service providers with respect to your personal data by means of appropriate technical and organisational measures in accordance with the regulations and ensure that these guarantees are respected.

6. How long do we store your data?

We store your personal data for as long as they are needed to carry out the purposes of their processing and for the time necessary for us to fulfil our obligations arising from limitation periods and/or any other legal provisions.

7. What are your rights in relation to your personal data?

Under the conditions provided for in the regulations, you have the right:

- **of access** to the personal data we hold concerning you,
- **of rectification** of the data if they are inaccurate or incomplete,
- **of erasure** in certain cases, such as, for example, whenever your data are no longer necessary for the purpose pursued with a view to their collection and/or processing, which we have not yet done by virtue of the expiry of obligations arising from legal and regulatory requirements applicable to the data storage period,
- **to request the restriction** of processing of your personal data, such as for example the restriction of processing of data of which you contest the accuracy, for the period enabling us to verify your request,
- **to request the portability** of your personal data in order to transmit your personal data to you in a structured, commonly used, readable format or to have them transferred to another controller,
- **to withdraw your consent at any time** to the processing of your personal data without this affecting the lawfulness of processing based on the consent given prior to withdrawal and unless the processing has a legal basis other than your consent,
- **to object to the processing of your data based** solely on the pursuit of our legitimate interests or to prohibit us from processing them, including for direct marketing,
- **to lodge a complaint** with the competent personal data protection authority of your country and/or the Grand Duchy of Luxembourg (Commission Nationale Pour la Protection des Données – CNPD, located at 1, avenue du Rock’n’Roll, L-4361 Esch-sur-Alzette – www.cnpd.public.lu).

8. How do you contact us and exercise your rights?

You can send your questions relating to the processing of your personal data and/or exercise your rights set out above for the attention of the Data Protection Officer (DPO) of the CFL:

- on our website www.cfl.lu by clicking the link **gdpr.cfl.lu**
- or by post for the attention of the Data Protection Officer (DPO)

Société Nationale des Chemins de Fer Luxembourgeois, 9 place de la gare – L-1616 Luxembourg

Any complaint relating to the processing of your personal data can be addressed to the e-mail or postal address above or to the supervisory authority of the Grand Duchy of Luxembourg, the Commission Nationale Pour la Protection des Données – CNPD, located at 1, avenue du Rock’n’Roll, L-4361 Esch-sur-Alzette – www.cnpd.public.lu).

9. How do we update this information notice?

To ensure optimum compliance with the current regulations, we undertake to update the present information notice whenever necessary.

The latest version in force is placed online on our website.