



Office of acceptance

Refund Request

Please fill this form legibly in block capital letters using a blue or black ball pen.

A refund can only be granted if allowed by tariff rules and if tickets are issued by CFL point of sale.

Please note that all tickets for international journeys are charged with an administration fee in addition to possible fees set off by carriers.

Applications for refunds are to be submitted to the issuing undertaking together with the original tickets (tickets, reservations, etc.) as well as any other useful document (confirmation, bill, certificate, etc.) at the latest one month after the validity of the ticket has expired.

Only correctly filled and signed forms will be treated.

A filled form does not automatically give right for refund.

For further information : CFL counter, Call-Center CFL : 2489-2489, www.cfl.lu

Your personal details

Identity

 Mrs/Ms* Mr*Last name*: First name*: Street, Nr.: Postcode, Town/City*: Country*: Tel. no.: E-mail*: The refund is to be proceeded by bank transfer ***Bank account (The customer must add an RIB (statement of banking identity)!!!)**Bank institution*: IBAN*: BIC*: Account holder*: The refund is to be proceeded on credit card* (only if the tickets where payed by this credit card)**Credit card (The customer copy has to be attached or the monthly statement indicating the purchases made with the card!!!)** Visa* MasterCard* American Express*N°: Expiration date*: / Card holder*:

Details of refund

Date and office of issue*: N° of ticket/reservation*: Class*: Unused Route*:

Enclosures* (Certificate/Annotation on used ticket, copy of new bought tickets replacing the unused tickets, etc):

Cause*:

Please address the request to :

CFL/Service Activité Voyageurs Trains
AV-TFS-Tr
9, place de la Gare
L-1616 Luxembourg

Please turn over and complete reverse side →

Information note on personal data protection in relation to international reimbursement

This notice provides you with the necessary information regarding the way in which we collect, use, share, store and protect your personal data, as well as your rights and how to exercise them.

1. Who is the controller?

Société Nationale des Chemins de Fer Luxembourgeois (CFL), at 9 place de la gare – L-1616 Luxembourg, is the entity that manages your personal data that we process. We are responsible for the way in which we collect, use, share, store and protect your personal data in the context of this notice.

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

To guarantee that you get a secure, high-quality service, the types of personal data covered by this notice are the following:

- identification data (first name, last name, address (es) and telephone number (s)),
- electronic identification data (email address...),
- financial data (bank account numbers and bank card numbers) related to your purchases of service.

The mandatory data to be given are indicated by an asterisk in the collection forms.

The purposes for which your data are processed are:

- management of your reimbursement request,
- accounting.

If you refuse to provide such personal data, we may not be able to analyze your request for reimbursement.

In any case, we make sure that the data are collected for the determined purposes and that they are processed in an adequate and relevant way, and only to the extent necessary as regards the intended purpose.

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

For the aforesaid purposes, the processing of your data:

- is performed in compliance with applicable regulations regarding the protection of personal data, including the European General Data Protection Regulation (European Regulation 2016/679 of 27 April 2016), the Guidelines related thereto, and any national laws that may implement the European General Data Protection Regulation,
- is legally justified by:
 - the fact that the processing of your personal data is necessary for execution of a contract to which you are a party;
 - by the fact that the processing is necessary for compliance with a legal obligation to which we are subject in our quality as controller, (for example, obligations derived from [the European regulation regarding the rights and obligations of railway passengers](#), and [the general terms and conditions of transportation for railway passenger services](#)).

- an interest recognized as legitimate.

4. Where your data are processed, are they transmitted?

These data are shared with some of our internal departments in strict compliance with the assignments given thereto, namely:

- The Passenger Activities Department
- The Administrative and Financial Department
- The Legal and Insurance Department
- The Internal Audit Department

With respect to a request for reimbursement, your personal data may be transmitted to other transport companies depending on the ticket or the subscription involved.

5. What are your rights regarding your personal data?

Under the conditions specified by the regulation, you have the right to:

- **access** to the personal data we hold on you;
- **have the data rectified** if they are inaccurate or incomplete;
- **have the data erased**, in some cases, such as, for example, each time your data are not necessary for the intended purpose, and we do not have the contractual or legal obligation to keep them;
- **ask for the restriction** of the processing of your personal data, such as the restriction of the processing of an item whose accuracy you deny and for the time we need to verify your request;
- **ask for the portability** of your personal data in order to have your personal data transmitted to you in a structured, commonly used and readable format, or to have it transmitted to another controller;
- **object to the processing of your data** based on the sole pursuit of our legitimate interests and prohibit us from processing them, including for direct marketing;
- **file a complaint** with the authority in charge of the protection of personal data in your country and/or in the Grand Duchy of Luxembourg (Commission Nationale pour la Protection des Données – CNPD, established in 1, avenue du Rock'n'roll, L 4361 Esch-sur-Alzette – www.cnpd.public.lu).

6. How can you contact us and exercise your rights?

You may address your questions relating to the processing of your personal data and/or a request regarding the exercise of your rights mentioned above to the Data Protection Officer (DPO) of the CFL:

- on our www.cfl.lu website, by clicking on the link gdpr.cfl.lu,
- or by regular mail for the attention of the Data Protection Officer (DPO), Société Nationale des Chemins de Fer Luxembourgeois (CFL), 9, place de la gare – L 1616 Luxembourg.

The undersigned certifies that the aforesaid data are accurate; that he/she is the legitimate owner of all of the appended documents; and that he/she took note that the original documents cannot be returned.

The undersigned certifies that he/she has read the note informing him/her how his/her personal data are processed.

Location and date*

Signature*