

Privacy Policy

RAILTEAM B.V.

The purpose of this Privacy Policy is to inform you about how your personal data is processed on the website www.railteam.eu. Information about how you can exercise your rights regarding your personal data is also provided at the end of this document.

In order to have a clear view of all the processing of your personal data, please take a few minutes to read this document in its entirety.

If you simply want to access the main points of this Privacy Policy, you will find a summary below.

For any questions or comments relating to our Privacy Policy, you may send an e-mail to the following address: Railteam@ns.nl

IN SHORT

- When you visit our website www.railteam.eu, we collect and process personal data about you. These data are defined according to the purpose of the processing.
- Railteam B.V. is the data controller for the processing of your personal data: we determine how and why your data are processed.
- Your personal data are processed for strictly limited purposes, namely:
 - Reply to a request sent through our contact form
- The processing of your personal data systematically complies with a legal framework that depends on the type of processing involved.
- Fields marked with an asterisk (*) must be completed, otherwise we will not be able to provide you with all the services concerned.
- We use cookies on our website. For more information on this subject, please consult our [Cookie Policy](#).
- We store your personal data for the period necessary to fulfil the purpose for which it was collected, after which we delete your data. This period depends on the purpose for which the data was collected.
- We implement appropriate physical and logical security procedures to protect the integrity and confidentiality of your personal data.
- We store your personal data in databases located in the European Union.
- In order to provide you with a personalized service, we work with several trusted providers who need access to some of your personal data. We only select service providers with a privacy policy that complies with legal requirements, with whom we strictly control the use of processed data by means of contractual documents.
- You may exercise your rights with regard to your personal data (right of access, right of rectification, right of opposition, right of deletion, right of portability, right to withdraw your consent). To exercise these rights, simply send your request to the following address: Railteam@ns.nl or by post to Railteam B.V., P.O. Box 767, 1000 AT Amsterdam, The Netherlands.

Définitions

- Personal data: any data that directly or indirectly identifies a natural person (surname, first name, telephone number, IP address, etc.), in this document sometimes referred to simply as "Data"
- Processing of personal data: operation(s) involving personal data (collection, storage, extraction, etc.)

- Data controller: the organization that determines the purposes and means ("why" and "how") of the processing of your personal data
- Recipients: organizations and individuals with whom the data may be shared by the data controller
- Purposes: the objectives of personal data processing (the reason for processing)
- Legal basis: the reason or context that authorizes us to process your personal data

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1. The controller of your personal data

Railteam B.V. is the data controller for the processing of your personal data since it determines why and how they are processed (the purposes and the means).

You can contact our teams:

- By email at Railteam@ns.nl
- By post to Railteam B.V., P.O. Box 767, 1000 AT Amsterdam, The Netherlands

2. The personal data processed by Railteam B.V

We only collect and process data that is adequate, relevant and limited to what is necessary to achieve our purposes. The nature of the personal data processed varies according to the context that justifies its collection.

We endeavor to inform you as precisely as possible each time we use personal data, indicating in particular the purposes for which we process such personal data.

3. The purposes for which your personal data are processed

We collect your personal data for the following purposes:

- Reply to a request sent through our contact form

We do not process your data for purposes other than these when these subsequent purposes are incompatible with the purposes initially pursued.

Should we wish to use your data for other purposes incompatible with the initial ones, we will request your consent for this new use.

4. The legal basis for the processing of your personal data

We process personal data on the basis of one of the legal basis available pursuant to the law. More specifically, the processing operations we carry out are based on the following legal grounds:

Purposes	Legal basis
Reply to a request sent through our contact form	Railteam B.V.'s legitimate interests in processing and responding to requests made via its contact form.

5. Obligation to provide us with personal data

Some of the processing operations we carry out require you to provide us with certain information, which may include personal data.

When information is required, we generally mark it with an asterisk (*).

If you refuse to provide us with this information, we may not be able to supply you with the associated products or services, as this information is generally required from an operational, contractual or legal point of view.

6. How long we keep your personal data

We only keep your personal data for specific and proportionate periods. At the end of this retention period, we delete it.

More specifically, the retention periods applied to your data are as follows:

Purposes	Data retention period
Reply to a request sent through our contact form	12 months

You can also have your data deleted more quickly by exercising your rights (described below).

Data processed through the use of cookies is subject to more specific retention periods, as set out in our [Cookie Policy](#).

7. Storage of your personal data and who has access to it

Your personal data is stored in the European Union.

Personal data collected on our website may be shared with third-party companies in the following cases::

- When we use the services of a service provider or partner to carry out the purposes of processing,
- When we use the services of providers to host our databases,
- If required by law, we may transmit data to respond to claims made against us and to comply with obligations arising from administrative and legal proceedings.

In any case, we undertake to:

- Transfer your personal data only when this is necessary to achieve the purpose of the processing,
- Transfer your personal data only to service providers offering sufficient guarantees regarding the protection of personal data,
- Strictly supervise the processing of personal data carried out on our behalf by our processors.

In order to protect your personal data, we have adopted physical and logical security measures to guarantee the integrity and confidentiality of your data as far as possible.

8. Your rights

You have the right to access, rectify and delete your personal data.

You also have the right to restrict or oppose the processing of your personal data. You also have the right to the portability of your personal data. In addition, you have the right to define general or specific directives concerning the use of your data after your death.

You also have the right to withdraw your consent where you have previously given it.

You may exercise all of these rights, within the legally prescribed limits, by proving your identity by any means and using the following addresses:

- By email at Railteam@ns.nl
- By post to Railteam B.V., P.O. Box 767, 1000 AT Amsterdam, The Netherlands

You also have the right to lodge a complaint directly with the competent data protection authority in your country.

9. Regarding cookies

We provide specific information on cookies on the [Cookies Policy](#) available on our website.

10.Evolution of this policy

We may modify this Privacy Policy as our activity evolves and in accordance with legal requirements. Insofar as possible, we will keep you informed of any changes to this document.

Please consult it regularly, as we always indicate the date of the last update.

UPDATED ON: 07/11/2023.