

Subject: Privacy statement website <https://zelfregelen.ovpay.nl/reisoverzicht.nl>
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More choice and flexibility when checking in and out on public transport. That's what OVpay is all about. We can help you achieve this, even though we sometimes need to know something about you. We believe that the ability to choose and determine things for yourself is also important for privacy. This includes how your personal data are used and by whom. In this privacy statement, we outline how we deal with your personal data. You can read here which of your personal data we process and what influence you can have over this yourself. If you wish to know more about this, keep reading.

What are personal data?

As soon as data can be traced directly or indirectly to a person, these data are referred to as personal data. Examples of personal data include your name, email address, street address, date of birth and bank account number. Your username and journey information can also be regarded as personal data.

How does Translink handle personal data

We handle your personal data with care. We do not process more personal data than is absolutely necessary. We also process and secure personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

Translink engages other companies to perform services, for example to manage the systems on which the website runs. We have implemented measures to ensure that your data is used only for the stated purposes. These purposes can be found in point 3. Because companies in these services have access to your data, we have concluded contracts so that they keep those data confidential and use your personal data only to perform Translink's precise instructions.

Translink does not sell personal data to third parties for marketing, sales and other business-related activities. We also will not give away your personal data for these purposes.

Translink is obliged by law to provide your data to third parties in some cases. Translink provides information to the police and the judiciary in the case of missing persons, because Translink believes that there is a social interest in doing so. And like every company in the Netherlands, Translink is also legally obliged to provide information for criminal prosecutions, and in other contexts. We only provide such information in the event of a formal demand and only if it complies with the law.

Why does Translink process personal data when you use self-service through the website?

If you use this website, data processing occurs.

Cookies: This website uses analytic cookies to provide you a seamless user experience and we use functional cookies to store your preferences. To detect fraud or prevent potential harm to our website, we have incorporated Google reCAPTCHA (see [privacy policy](#) and [terms of use](#) of Google). Translink processes this (personal) data bases on her legitimate interests

We currently do not use marketing cookies. See our cookie statement for additional information.

Self services: To be able to provide services through the website, we use personal and other data resulting from the journey you have made and paid for with your payment card. Translink processes personal and other data based on the transport agreement that you have entered into with one or more carriers. This is because you travel on public transport with your payment card

Fraud prevention: Translink monitors the activities within the website to prevent and detect fraud. Translink is the Controller for the processes. Translink has a legitimate interest to prevent, detect and address fraud. This is in the interest of Translink as well as the public transport companies and other travellers, because fraud causes financial damages to others, to Translink and the Public Transport Companies and also increases the costs for the travelling with your payment card or credit card.

Which personal data do we process if you purchase services from the website?

The table below clearly shows which personal data are included when you use self-services through the website:

Self-service

Viewing travel, journeys and journey details associated with one payment

Personal data

Date of travel, check-in time, check-out time, check-in station/stop, check-out station/stop, travel costs (= amount), type of token used to travel (= payment card), mode of transport (= type of vehicle), carrier, Payment reference number

Viewing transaction details associated with one payment

Transaction amount, transaction date, journeys made, costs per journey, check-in time, check-out time, check-in station/stop, check-out station/stop, token type used for the journey (= payment card), Payment reference number

Submitting a journey correction or a journey correction request if you have missed a check-in or check-out

Payment reference number, transaction amount, selected stop/station and its properties (such as: location ID), characteristics that give insight into the type of journey involved (including journey type, date and time of journey, location of the card tap known to us in relation to the journey, date and time of the card tap known to us and the direction of the card tap (i.e. check-in or check-out))

Transaction and location data

If you will be travelling with your payment card on public transport in the Netherlands, the nine public transport companies and Translink are the joint controllers. For contact details of the carriers please visit [Ovpay website](#).

Recording telephone calls

When you call us and if Ovpay customer service calls you, we record the telephone conversations for quality purposes. The recorded calls are kept for a period of three months. Translink is the controller for this processing.

How long are your personal data retained?

Data on your journeys and payments are stored for a maximum of 18 months. These data are not in or on the website but are only retrieved from our central back office to display.

Which rights do you have under privacy legislation?

The GDPR allows you the following rights to exercise:

Right of access – you have the right to obtain from us which of your personal data have been processed and to access these. You can request an overview of your personal data at Translink. We will inform you a.o. on the purposes for processing personal data, how long we store these and any third parties we share personal data with.

Right to rectify - If the personal data we process is inaccurate or incomplete, you are entitled to have these corrected or completed.

Right to be forgotten - In some cases, you have a right to request for the deletion of your personal data. We are obliged to do so, unless we are bound by e.g. a legal obligation or a contractual agreement to store the data for a set period of time, preventing us from deleting the personal data.

Right to restrict - In some cases, you have a right to obtain restriction of processing of your personal data. We will end the processing temporarily.

Right to object – You can object to (further) processing of your personal data on grounds relating to your particular situation. You can for example object to use of your personal data for statistical and academic research purposes.

An objection is only feasible if the legal ground of the processing is legitimate interest (GDPR, art. 6.1.f). We will balance your privacy interests and our interest to (further) process your personal data. If we honour your objection, we will not process your personal data anymore for this purpose.

Right to data portability - You can request to have handed over to you your personal data. You can obtain such copy yourself or request us to hand it over to another party. This right only exists if the processing is based on the legal ground consent or contractual agreement.

Right not to be subject to automated individual decision-making - You have a right not to be subject to a decision based solely on automated individual decision-making having a legal effect on you or being similarly significantly affected. In those cases it is not a human but a computer taking the decision. You can request a new decision which includes a human assessing your data.

Exercising of your rights

If you would like access to your travel and/ or transaction history, we refer you in the first instance to this website or OVpay app. You can also contact customer care via info@ov-chipkaart.nl or by phone at 0900-1433 (regular phone costs).

If you want to exercise any of your other privacy rights, please contact customer care via privacy@ovpay.nl.

If relevant we will notify any third parties we have provided your personal data to of you are exercising any of your rights.

If you provide Customer Services with specific details (such as what you would like access to) Customer Services will be able to handle your request quicker and more efficiently.

Submitting complaint at Dutch Data Protection Authority (AP) - If you are of the opinion that we are violating your privacy rights or not conducting in line with these, you have the right to submit a complaint at the AP. Any further information is available at www.autoriteitpersoonsgegevens.nl.

Contact

If you have further questions after reading this privacy statement or a complaint around data protection, please contact us at privacy@ovpay.nl. We will be happy to help you!

If you have any further questions how Translink processes personal data, please contact our Data Protection Officer (DPO) at Translink via FG@translink.nl, by phone: +31 33 467 20 00 or by mail via Trans Link Systems B.V. attn. data protection officer, Postbus 1808, 3800 BV Amersfoort.

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