

Privacy statement, website use www.ovpay.nl

(Version 1 – 10th February 2021)

Translink may edit or add new information to this privacy statement. We therefore recommend that you check this page regularly. If any major changes occur in this privacy statement, this will be stated clearly on the website.

Choice and flexibility

More choice and flexibility with checking in and out of public transport. That's what matters at OVpay. We believe that deciding and choosing for yourself is also important when it comes to privacy. This also concerns how your personal data is used and by whom. Sometimes we would like to know something about you so we can improve paying in public transport, with your help. We have compiled the way we handle your personal data in a useful document for you.

We handle your personal data with confidentiality. Your personal data will only be used for the purpose for which you submitted it. Neither do we process any more personal data than is absolutely necessary.

Would you like to know more about this? Read on.

To summarize, we have listed the text above in bullet points on the website:

For what purposes does Translink process your personal data?

- To record your registration as an OVpay Pioneer
- To send you emails if you registered as an OVpay Pioneer
- To answer your questions if you filled in the contact form on OVpay.nl
- To contact you if you filled in the feedback form on OVpay.nl

Privacy of OVpay Pioneers

We only share your private data with third parties that have a formal agreement with us. This means the privacy of your private data will be secured. So when you provide your private data to us you will not receive any messages from third parties with whom we do not have any agreements.

Edits and additions

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Introduction

You are currently visiting the OVpay.nl website of Translink Systems B.V. (Translink)¹. We have listed the way we handle your personal data on the website OVpay.nl. This lets you read about how we process your data and what say you have in this.

Part 1 describes which contact forms you can use via this website, and the private data that we process for this. The private data is used solely to offer you these services.

Part 2 describes the rights that you have on a statutory basis with regard to privacy. We also provide further information on how we handle your private data. Here you will also find contact information for questions concerning this privacy statement.

Part 1 – For what purposes does Translink process your personal data?

When you use the website www.ovpay.nl, Translink will process your private data in the following instances:

A. When you ask a question

When you want to ask Translink a general question or share feedback (for example, how we can improve our website) you can fill in the contact form on ovpay.nl. The OV-chipkaart Customer Service will then contact you to respond to your question or feedback. Translink processes your name and email address that you submit in the contact form for this purpose.

B. When you offer feedback

Would you like to share your feedback with us about your experience with trials? Then you can fill in the feedback form on ovpay.nl. Translink can then use your feedback to improve the ovpay.nl website, or may perhaps contact you about your message. Translink processes your name and email address that you submit for this purpose.

¹ The Translink company details are described in Part 2 of the privacy statement

C. Registering as an OVpay Pioneer

You can register to become an OVpay Pioneer on www.ovpay.nl/pioniers. Translink will process your registration when you register as a Pioneer. This means you will receive up to 10 emails each year, sent to the submitted email address. These emails contain information about OVpay developments, and invitations to participate in trials about travel experiences. These trials may vary and might involve an online questionnaire, a poll or a discussion.

We will research how we can make payment on public transport even better based on your feedback. Translink registers your name specifically so that we can address you personally. Translink wants to know your province and age category to make sure all travelers are represented in the research.

Translink uses the email services provided by distribution center Nic. Oud B.V. (KVK 37053572) to send emails. This party receives your name and email address for sending out emails.

During registration to become an OVpay Pioneer, you provide express permission for us to process the private data mentioned above, by checking the permission boxes. You cannot become an OVpay Pioneer without providing this permission.

You can deregister as an OVpay Pioneer at any given time by clicking the link at the bottom of the emails, or by sending an email to info@ovpay.nl. Please ensure that you state that you would like to deregister from being an OVpay Pioneer, and add your name and email address. You will not receive any more emails after your deregistration has been processed.

D. Recording phone conversations

Translink does not request your phone number when you use this website. Would you like to be contacted by phone? Then you can always add your phone number on the contact form. Any phone conversation that you receive from us might be recorded to assure quality. This is also the case when you call us. The recorded phone conversations will be retained for up to three months.

Part 2 – Rights and more information

A. Identity of the controller

When you use one or multiple contact forms via this website, your private data will be processed by Trans Link Systems B.V., a private company under Dutch law, having its registered offices in Amersfoort at (3818LE) Stationsplein 151, as registered by the Chamber of Commerce under number 30177126 ('**Translink**')

B. Contact information for the Data Protection Officer

Would you like more information on how Translink handles your private data? Feel free to contact:

Trans Link Systems B.V.
Att. Ms. A. (Annie) Beugeling
PO Box 1808
3800 BV Amersfoort
fg@translink.nl

C. The purposes and the legal basis of the processing of private data

You can use multiple options on this website. You fill in the contact form that best fits your question/request, allowing Translink to contact you. What private data is processed when you use the website is mentioned above (In Part 2, A).

The basis for processing your private data is your express permission. This means that Translink will request your express permission for processing private data when you use (one or multiple) contact forms. We may only process your private data as mentioned in this privacy statement, if you provide your express permission. You provide that express permission by checking the permission boxes when you fill in the contact form.

You may rescind your permission at any time. Cancellation of your permission has no consequences for any processing of your private data that took place before you rescinded your permission.

You rescind your permission by sending an email to info@ovpay.nl. Please make sure that you specify which contact form you have filled in, and add the private data for which you would like to rescind permission.

When you want to deregister (unsubscribe) as an OVpay Pioneer and/or would like to unsubscribe from OVpay emails, you can also click the link at the bottom of the email.

D. The receivers of your private data

Translink makes use of the services of third parties. What categories of parties are used is explained further below.

IT service providers take care of the management and hosting of the ovpay.nl website on behalf of Translink. Contractual measures are in place to ensure that your private data is only used for the abovementioned purposes, to the extent that the service providers have access to it. These contractual measures are also present to secure your private data.

Translink also uses agencies that support its campaigns. This includes research and consultancy agencies. Translink consults these parties to send emails on its behalf, or for participating in research about traveler experiences. Translink has agreements in place to ensure that these parties respect confidentiality, and that they may only use your private data to carry out the tasks assigned by Translink. These parties cannot use your private data on their own or forward it.

Translink may transfer your private data to countries outside the European Economic Area under specific circumstances. Appropriate measures will be taken, such as handling standards that have been established by the European Commission.

E. Retention periods

Translink needs your private data when you use one or multiple options via this website so we can ensure that we provide you with a satisfactory service. This also determines the amount of time that we retain your private data. We do not retain your private data for longer than necessary. The private data is deleted after this period.

Below we describe the amount of time that we retain your private data when you fill in one or multiple contact forms on our website:

Contact form: Translink saves your private data for up to three months after your questions/feedback have been dealt with.

Feedback form: Translink saves your private data for up to three months after your feedback has been noted.

Registration form for OVpay Pioneer (and the emails from OVpay Pioneers): Translink saves your private data up to five months after you have deregistered (unsubscribed) as an OVpay Pioneer.

F. Your rights as a concerned party

In principle you have the following rights:

- The right to know what private data is processed.
- The right to access your own private data (to the extent that this does not harm anyone else's privacy).
- The right to transfer private data.
- The right to correct, add or delete data should that be necessary.
- The right to request (partial) deletion of your private data. This right will only be processed if the data is not of importance and does not have to be retained in terms of any statutory regulation.
- The right to refuse the processing of some of your private data in certain circumstances.

Should you wish to exercise your rights, you can contact the OV-chipkaart Customer Service on: 0900-1433

Email address: info@ovpay.nl

G. Complaints about the processing of your private data

You can send complaints about the processing of your private data to the OV-chipkaart Customer Service. You will find the contact information under F. You also have the right to file a complaint with the overseeing authority, the Dutch Data Protection Authority (Dutch DPA). You can find the contact information for this authority in English on this website:

<https://autoriteitpersoonsgegevens.nl/en/about-dutch-dpa/tasks-and-powers-dutch-dpa>

H. Obligation to provide data, and what happens if you do not provide data

You may only use the options on this website if we are permitted to use the requested data. If you prefer not to provide the necessary data to Translink? Then you may also not ask Translink questions or register as an OVpay Pioneer.

I. Automated decision-making

Translink does not take automated decisions when you submit any private data via one or more contact forms on this website.

J. Security of private data against unauthorized access, loss, or theft

Translink secures your private data. We make every effort to protect your private data against any unauthorized access, loss, or theft. The ISO 27001 standard is maintained for all private data processed by the [ovpay.nl](https://www.ovpay.nl) website. Our employees only have access to your private data when this is absolutely necessary.

Translink also holds agreements with external parties that it has commissioned to process private data. This is done via a so-called processor agreement. Agreements are in place on the safekeeping of your private data, and on the use of your private data.