

INFORMATION REGARDING THE COLLECTION AND USE OF YOUR DATA

Creation of customer account and newsletter

In order to process your order, your information must be collected and used.

Who is responsible for this use?

Transdev Rail Rhône
190 rue Antoine Becquerel
69881 Meyzieu cedex

What information is collected?

Title, first name, last name, email, telephone number (optional), date of birth (optional)

Who uses this information and what will it be used for?

The recipients of these Data are the agents in charge of the Transdev Rail Rhône ne after-sales service and its duly authorised sub-contractors. This information allows us to properly process your specific requirements (service, reimbursement of a travel ticket according to GTB in force). It undergoes computer processing used for the management of the ticketing systems.

If you have chosen to receive the newsletter, this information allows us to inform you of the functioning of the service as well as its news.

Do we have the right to use this information?

By signing up you consent to the use of this information to send your e-ticket or be contacted by customer service. Regarding the newsletter, the fact that you subscribe constitutes consent to the use of this information for sending. You can unsubscribe anytime.

Where is your information stored and for how long?

Your personal data will be stored in our active databases for the duration strictly necessary for the purposes for which they are collected and processed, either:

- By policy, until your Account is deleted for all of your Data
- Exceptionally, for 2 years starting from the deletion of your account or your last contact, we will store your e-mail address and your first and last names for commercial purposes if you give prior consent. We undertake to implement the appropriate security measures. The data are then deleted. They are not sent to any other organisation.

What are your rights?

You can access the information pertaining to you or request that it be deleted.

You also have the right to oppose, rectify and limit the use of your data. In order to exercise these rights, or for any question about the processing of your information in this context, you can contact us:

- electronically via e-mail at: rhonexpress@transdev.com,
- by letter addressed to: Transdev Rail Rhône, 190 rue Antoine Becquerel, 69881 Meyzieu cedex. Please attach a copy of an identification document with your request.

Transdev Rail Rhône

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RCS Lyon 489 304 907 - Siret 489 304 907 00038 – APE Code: 4931Z
Intra-community VAT N°: FR 56489304907



After contacting us, if you do not believe that your Data Protection rights were respected or that the system complies with Data Protection Regulations, you may file a complaint with the French Data Protection Authority (CNIL).

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