

subject: www.ov-chipkaart.nl website privacy statement

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At Translink, we want all passengers to be able to move freely and choose the way in which they travel themselves. We can help you to fulfil this need, but sometimes we need to know something about you. We believe that privacy is all about freedom and the ability to decide yourself how your personal data is used and who by.

In this privacy statement, we have set out how we handle your personal data for you. You can read here which of your details we process and what influence you can exert over this. This privacy statement is made up of various sections.

1. What is personal data?

As soon as data can be traced directly to a person, it is referred to as personal data. Examples of personal data are your name, address, date of birth and bank account number. Your OV-chipkaart number or username can also be considered personal data.

2. Why does Translink process personal data?

Translink processes data in order to provide the following services:

- Production and distribution of the OV-chipkaart.
- Responding to requests through OV-chipkaart Customer Services, such as blocking a personal OV-chipkaart after loss or theft.
- Offering the possibility to use the public-transport travel history, for example, through My OV-chip.
- Loading credit and managing the credit that is loaded onto the OV-chipkaarts.
- Processing transactions, such as checking in and out.
- Fraud management, including prevention, detection and measures.

N.B.: Translink does not process any more personal data than necessary. Translink does not process your data for marketing purposes and will not send you any offers of products or services.

3. What do we use your data for?

Personal OV-chipkaart

A personal OV-chipkaart is registered in your name. This means that, when you apply for this card, you need to enter a number of personal details. Translink is the Controller for the data that you have provided to Translink directly. This could be via the www.ov-chipkaart.nl website and via an application form. For a personal OV-chipkaart, the following data is stored in the Translink systems. Not all of this data is found on your card.

- Name
- Address
- Postcode and town or city
- Gender
- Telephone number
- Date of birth
- Bank account number
- OV-chipkaart card number (16 digits)
- Username (if you apply for My OV-chip at www.ov-chipkaart.nl)
- Email address

Card details

A personal OV-chipkaart includes a passport photo, your name and your date of birth. Personal cards supplied before 1 January 2017 also include the gender. The following information is also stored on the chip in the card:

- Chip number (internal number)
- Credit
- The last ten travel transactions and last two loading transactions
- Automatic reloading amount (if applicable)
- Travel products (if applicable)
- Date of birth (only for a personal OV-chipkaart, for automatic calculation of age discount)

Anonymous OV-chipkaart

This card is anonymous. Your personal data is not known to us. An anonymous OV-chipkaart cannot be purchased directly from Translink by a consumer. Translink does not know who is buying an anonymous card and also does not know who is using the anonymous card to travel. The card can be used by more than one person (not at the same time).

If you are using an anonymous OV-chipkaart, you can pay and travel on public transport without your identity being known. You can also consult your public transport travel history and view the credit on your card anonymously at www.ov-chipkaart.nl.

For a number of service processes, it is necessary to temporarily record data for an anonymous card as well. This includes:

- Returning credit on an expired card: for this process, your name, address, town or city, the OV-chipkaart number and the bank account number to which the credit can be returned are required.
- Customer Services: customer contact with anonymous cardholders is registered by the telephonic Customer Services, without name and address details. Only the question about which you called is registered. It may be that you need to be phoned back or emailed. In this case and for this specific purpose, your contact details will be temporarily recorded.

Transaction and location data

When you travel with the OV-chipkaart, the operator you travel with is the Controller for the transaction and location data. Translink processes this data on behalf of the operators in the role of Processor. On behalf of the operators, Translink makes this data available via the www.ov-chipkaart.nl website. If you have created an account for the www.ov-chipkaart.nl website and/or the OV-chipkaart app, you can view your transactions and location data there, among other data. You will find the contact details for the operators at www.ov-chipkaart.nl/operators.

Processing of data on this website and My OV-chip

You can apply for My OV-chip on this website. You do this with a username and password. With an OV-chipkaart account, you will be able to view your journeys. You can also create a declaration overview, view your card details, change details and use a number of services.

This website uses temporary cookies. This is a small, simple data file, which is saved on your computer's hard drive. These cookies do not contain personal data. They are intended to make the site easier to use. They are also used to gather statistical information, such as visitor numbers.

4. Information management

The public transport companies want to ensure that public transport is as efficient and effective as possible. The public transport companies therefore have an interest in obtaining insight into passengers' travel patterns. This insight is also important for third parties, such as authorities tasked with managing (public) transport and working to improve the service provided to passengers.

They obtain this insight through statistical research. The public transport companies have decided together which personal data may be used to obtain insight and in what way the personal data may be used. We also call this Information Management. These agreements are defined in a cooperation agreement between the public transport companies.

What personal data do the operators use?

The public transport companies have decided that, to carry out the statistical research into passengers' travel patterns, use can only be made of what is known as transaction data, not customer data such as your name or date of birth.

Transaction data is created when you check in or out with your OV-chipkaart and is read using the chip-ID in your card. This data is used to process your travel transactions. This is carried out by Translink. You will find the transaction details in the transaction overview for your OV-chipkaart.

In accordance with privacy legislation, the public transport companies can also use transaction data for statistical research on the grounds listed in their privacy statement.

The public transport companies store the transaction data for statistical research in a separate database through Translink. They anonymise the data before it is stored there. In this anonymisation process, the identifying characteristics in the data are encrypted. The data therefore cannot be traced back to an individual without additional information. Once the data has been anonymised, Translink creates datasets. These are a set of statistical data. We or other companies specialised in this area can use these aggregated datasets to create information products. The datasets and information products do not contain any personal data.

Central contact point

The public transport companies have set up a central contact point that you can use for all your questions about processing of your data for the creation of datasets and information products. You can contact Translink via privacy@ov-chipkaart.nl. Here you can also submit a request to exercise your rights. If you do not want the public transport companies to use your transaction data for statistical research into travel patterns, you can provide notification of this. To do this, send an email to privacy@ov-chipkaart.nl. Indicate your card number in the email and state clearly that you object to the use of the transaction data linked to the card in question for statistical purposes.

Who do we share your data with?

We process your data on behalf of the public transport companies. We have made agreements about this in a processor agreement, such as about the security and separate storage of data.

We use an external party for the anonymisation of the transaction data. Anonymisation makes it more difficult to connect the data to a person. Translink then puts together the aggregated datasets, which can no longer be traced back to a person.

We, or other companies specialised in this area, can use these aggregated datasets to create information products. In this way, we can identify trends in passenger flows, which can be used to determine where new public transport routes are required. We can pass these kinds of information products on to authorities and to third parties who are tasked with improving the service provided to passengers in the area of (public) transport. The information products do not contain any personal data.

We do not pass your personal data on to (legal) persons outside the European Economic Area for this purpose.

How long do we store your data?

We store the transaction data and the anonymised transaction data for a maximum of 18 months after the journey you made.

5. We protect your data

Your data is your property. We therefore handle your data carefully and process and secure it according to the requirements of the General Data Protection Regulation (GDPR).

Translink carries out regular audits to guarantee passengers' privacy.

6. Sharing of your data with third parties

What we do not do

Translink does not sell your data to third parties for marketing, sales and other business activities.

What we do

Translink appoints third parties to carry out certain services, such as for the processing of forms and for the management of systems. Insofar as these third parties have access to your data when performing the relevant services, Translink has taken the required contractual and organisational measures to ensure that your data is only processed for the above purposes.

Processing of your data for use of OV-chipkaart as a form of identification

If a participant in the OV-chipkaart system, such as an operator, uses the OV-chipkaart as a form of identification, we will only provide your internal chip number if you give consent for this. An example of an additional service is a subscription for the OV-fiets (bicycle).

Provision of data to competent authorities

Translink is obliged to provide your data to third parties in some cases, on the basis of the law. Translink provides information to the police and judiciary in relation to missing persons, as Translink believes that this is in the public interest. Like all other companies in the Netherlands, Translink is also legally required to provide information in the case of criminal proceedings. We only provide this information in the event of a formal request and only if the request meets the regulations and laws.

7. Your rights on the basis of privacy legislation

Right of access to your data

You have the right of access to your personal data. This means that you can ask us which of your personal details have been registered and for which purposes these details are used. There are various ways to do this.

If you would like access to your travel history, your travel products and the personal data you have provided, such as your name and address, we refer you in the first instance to the My OV-chip environment on this website and the OV-chipkaart app.

If you cannot find the information you are looking for via our website or our app, you can submit a request for access by post or email to Customer Services. You will find our contact details below. Send a copy of your passport or ID card, on which your Citizen Service Number (Burgerservicenummer - BSN), photograph and signature have been made illegible. You will receive a message about the data concerning you that is processed within four weeks. Do you wish to receive the response by post? Please clearly state your address in your letter. After handling of the request, we will destroy the copy of your passport or ID card.

Correction of your data

You are entitled to have your personal data corrected if this is not accurate. To do this, you can contact Customer Services via privacy@ov-chipkaart.nl. You will receive an answer in writing within four weeks.

Objection to processing of your personal data by Translink

You can object to processing of your personal data by Translink if your personal data is used for purposes other than those necessary to perform an agreement or necessary to meet a legal requirement. You can object to use of your personal data for analytical, statistical and academic purposes, for example. To do this, you can contact Customer Services via privacy@ov-chipkaart.nl.

Right to be forgotten

In some cases, you have a right to deletion of your personal data. This right means that, in a number of cases, Translink must delete personal data if you request this. E.g. if you previously gave (express) permission to Translink for the use of your data, but you are now withdrawing this permission. Translink will then delete this data.

Right to data portability

You have the right to receive the personal data that Translink holds for you. So you can easily pass this data on to another organisation that provides the same type of service. You can also ask Translink to transfer the data to another organisation directly.

8. How long is your data stored for?

Translink uses maximum storage times for directly or indirectly traceable personal data. After this period, transactions can no longer be viewed in the public-transport travel history, for example. OV-chipkaart Customer Services are also unable to answer questions relating to transactions more than 18 months old.

9. Complaints Procedure

You can submit complaints to Customer Services at any time. If you are not satisfied with the handling of your complaint, you can appeal to the Public Transport Disputes Commission: Postbus 90600, 2509 LP, The Hague.

You also have the right to submit your complaint directly to the Dutch Data Protection Authority: Postbus 93374, 2509 AJ, The Hague.

10. Contact

If you have further questions after reading this privacy statement, please contact us via privacy@ov-chipkaart.nl. We will be happy to help you!

The Data Protection Officer of Translink is mr. R.H. Bansi. You can contact him by:

- email: FG@translink.nl
- phone: +31 33 467 20 00
- post attn. dhr. R.H. Bansi to:
Trans Link Systems B.V.
Postbus 1808
3800 BV AMERSFOORT

Specific Translink privacy statements

www.uitcheckgemist.nl privacy statement

