

Your privacy is paramount to us

Transparent

We explain clearly to you how we collect your personal data and what we use it for.

Secure with NS

We keep your data properly secure. We use your data only for our own services and do not share it with other parties for their marketing purposes unless you have given us your explicit permission to do so.

Choice and control

You decide whether we can use your data for additional services provided by NS. You can change or delete your data relating to these services.

Innovative and open

We are constantly considering how we can improve your privacy, and we are open to suggestions and queries.

NS always keeps to the applicable legislation, including the General Data Protection Regulation, the Implementation Act on the General Data Protection Regulation, the Police Data Act, the Telecommunications Act and the EU Passengers Regulation 1371/2007.

What do we use your data for?

We use your data to provide you with products and services that make your journey experience as pleasant and straightforward as possible.

Select a topic below to see more information about the personal data we use.

Topics

Ordering and paying <ul style="list-style-type: none">• Buying and revoking, rebooking or cancelling travel products• Topping up and paying for travel products• Claims and refunds• Travelling and paying with your debit card or credit card• NS-Business Card and NS Go	Trains <ul style="list-style-type: none">• Using travel products• Safety during your journey• Train journeys with GPS• Travelling with a disability• Emergencies• Wi-Fi in the train	Stations <ul style="list-style-type: none">• Safety in and around the station• Capacity and use of free P+R car parks• Station maintenance• Work on the station• Products with station transit rights• Orders at Julia's	Door-to-door services <ul style="list-style-type: none">• Booking and using mobility services• OV-fiets (public transport bicycle)• Bicycle storage• Paid P+R parking in partnership with Q-Park
Digital services <ul style="list-style-type: none">• NS and NS International apps• Mijn NS, Mijn NS Zakelijk and Mijn NS International• Wi-Fi in the train• NS websites and apps, cookie policy	Contact and customerservice <ul style="list-style-type: none">• Customer contact and service• Customer relationship management• Claims and refunds• Your rights	More topics <ul style="list-style-type: none">• Legal obligations• Combatting fraud and misuse• Market research and scientific research• Reporting• NS special investigating officers• Open information handling• Photography• Innovation• NS Insurance	

Questions and contact

For questions about the protection of your personal data, you can go to www.ns.nl/privacy or the Expertise Centre (link).

We have a Data Protection Officer who makes sure the privacy rules are observed properly. The contact details for the Data Protection Officer are as follows:

NS Groep N.V.
A. Nijhoff, L.L.M.
PO Box 2812
3500 GV Utrecht (NL)

Alternatively, you can send an e-mail to fg@ns.nl

Please note that this e-mail address is only for contacting the Data Protection Officer. Questions intended for NS Customer Service can be submitted using any of the channels listed on <https://www.ns.nl/klantenservice>

Ultimate responsibility

This is the privacy statement of Nederlandse Spoorwegen (referred to as 'NS' or 'we') – the group company NS Groep N.V. and the individual companies on behalf of which NS Groep N.V. operates.¹ This privacy statement provides information on how we process the personal data relating to our website and other users, passengers, customers and others who pass through NS stations.

The entity with ultimate responsibility for processing the personal data at NS (the 'Controller' as defined by the General Data Protection Regulation) is NS Groep N.V., the holding company for all NS business units, including NS Reizigers and NS International.

¹ The list of the companies in question can be requested from the Data Protection Officer

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Contact details:

NS Groep N.V.
Laan van Puntenburg 100
PO Box 2812
3500 GV Utrecht (NL)

Listed in the Commercial Register (Chamber of Commerce) under number 30124358.

Changes

This privacy statement may be amended from time to time if developments give cause to do so. In the event of major changes, we will notify you, for example through the NS apps, our newsletter or the website. You will always find the most up-to-date privacy statement at www.ns.nl/privacy. The privacy statement always indicates the last date on which changes were made.

Download the complete privacy statement here (download PDF).

Ordering and paying

Buying and revoking, rebooking or cancelling travel products

Topping up and paying for travel products

Claims and refunds

Travelling and paying with your debit card or credit card

NS-Business Card and NS Go

Buying and revoking, rebooking or cancelling travel products

Information about the use of your data when you buy travel products such as the OV-chipkaart (public transport smartcard), individual tickets, international tickets or the single-use smartcard.

What personal data do we use?

Depending on the travel product you purchase, we process personal data.

You have various options when you travel with NS. You can choose an OV-chipkaart in your name, an anonymous OV-chipkaart, an e-ticket or a disposable ticket.

If you opt for a named OV-chipkaart or an e-ticket, we need certain data from you. This is data you provide us with, such as your contact details, date of birth and bank details.

We also use a passport photo of you on the OV-chipkaart so that we can identify you when you travel with us. The data for the OV-chipkaart is recorded by us and by Trans Link Systems B.V. for issuing the card.

The OV-chipkaart contains a chip ID. The chip stores an electronic wallet with the associated balance and a 'public transport module'. The 'public transport module' has the last 10 journey transactions, the last two topping-up transactions, your travel products, any rights such as automatic top-ups and your date of birth.

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible. Sometimes we get these details from your employer.

If you buy an international train ticket, the data is recorded by us and by BeNe Rail International (an international partnership between NS and Belgian Railways) for the purpose of issuing the train ticket.

If you buy an anonymous OV-chipkaart, we do not need any personal data from you. If you decide you no longer want to use the anonymous OV-chipkaart and want the remaining balance to be paid back into your bank account, we use the necessary personal data to arrange that, such as your contact details and your account number. In that situation, this is data you provide us with.

If you use a Samenreiskorting (joint journey discount), your name plus the last four digits of the public transport smartcard numbers of the season ticket holder and co-passengers are processed. If you are travelling on a student travel product, the name of the season ticket holder is not processed.

We do not use any personal data relating to you when you purchase a disposable ticket.

What do we use your data for?

We use your personal data to deliver, withdraw or block travel products such as season tickets, e-tickets or travelling with a prepaid card or on credit, or devices that hold travel products, such as the OV-chipkaart. When you place an order for a product, we check during that process whether the OV-chipkaart you want to put the product on is still valid. We also make sure there are no other conflicting products on the OV-chipkaart that mean you may not be able to use the NS product or that of another transport carrier.

If you purchase an NS Flex season ticket, you must provide your phone number. NS can use the phone number if an invoice has not been paid (or not on time). NS (or one of its partners Webhelp Nederland or BOS Incasso) may then contact you by phone. When the credit check is performed, your surname, initials, residential address and date and place of birth are passed on to Focum. These details are needed to be able to identify you with sufficient certainty. The data is not added to the Focum database, as NS has made agreements with Focum to that effect.

The basis for the processing is: concluding and implementing the agreement

The data we use when you want an OV-chipkaart in your name or an international ticket in your name is data we need to be able to conclude an agreement with you and implement it. If you fail to provide us with this data or do not want to provide the data, you cannot purchase an OV-chipkaart or international ticket in your name. In that case you can still opt for an anonymous OV-chipkaart. If you take out a season ticket with us, we first check whether NS still has any open receivables associated with the data you have provided. If there are any payment arrears, NS reserves the right to terminate your season ticket or to reject your application to take out a new season ticket.

If you use a Samenreiskorting (joint journey discount), the season ticket holder's data is linked to the right of your co-passengers to travel with you. Your data is processed for the purposes of checking the entitlement to travel and to avoid unsafe situations in the train as far as possible. If you are travelling with a Samenreiskorting (joint journey discount) and a student travel product, you give permission for the validity of the student travel product to be checked with the Dienst Uitvoering Onderwijs (DUO, Dutch Education Executive Agency). The data returned to NS only states whether the product item is valid. NS asks for your consent to do this, but note that you cannot use the joint journey discount unless you do give permission. This has no consequences for your options for travelling using the student travel product and it is the most transparent way of processing this data. NS also has a clear objective and a legitimate interest in obtaining this data.

The basis for that processing is: the legitimate interest

Some products let you travel on account. That means you can pay NS back later. We wish to minimise our financial risks and we also think it is important to make sure you do not get into financial problems, such as debt, through the purchase of products of this nature, so we arrange for a credit check to be performed by the organisation Focum before concluding the agreement. This is part of the ordering process if you are not already known to NS as a customer. If you are an existing customer, when you supply your data NS assesses whether there are payment arrears that prevent NS from being able to accept you for this type of season ticket.

The credit check and checks of whether you have any outstanding debts with NS are needed for NS to be able to determine whether we can offer you this season ticket. If you are not already a known customer of NS and you do not allow the credit check to be performed, it is not possible for you to purchase our NS Flex season ticket. If the outcome of the credit check is positive, you can complete the order process and conclude the agreement for the travelling on account product.

If the outcome of the credit check is negative, an automatic decision is taken not to accept you as a customer and you will not be able to purchase the travelling on account product. However, in that case you will still be able to choose one of the many other NS travel products. The decision is taken automatically by the organisation Focum on the basis of predefined criteria. The automatic decision is taken on the basis of certain criteria specified by us, such as whether any debts are recorded with debt collection agencies. These criteria are used to determine whether there is a high risk of non-payment. NS is not able to see the results of the credit check in any way, nor do we store these results.

Focum is commissioned to perform the credit check by NS and is the controller (the entity responsible for the processing) for the check. For this reason, NS does not know the reason why your application is rejected. If you want to

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know the result of the credit check, contact Focum by submitting a [request to inspect your data online](#). If it turns out that your information is factually incorrect, you have the right to correction. To obtain this, you can submit a complaint to inzage@focum.nl, accompanied by as good a justification as possible for the correction you require.

If you have any questions about the credit check, NS Customer Service can provide you with more information. If you believe NS's decision to reject you was incorrect based on the justification of the credit check result you received from Focum or your own information, you can ask NS to have the decision reviewed by a member of staff. You can submit a request for this to NS Customer Service.

Who do we share data with?

If you purchase a personalised travel product, we pass on the details to Translink. Translink is responsible for the manufacture, issue and functioning of the OV-chipkaart. It also handles the transactions you perform with your OV-chipkaart. Translink is responsible for processing the personal data for the OV-chipkaart. For more information, see www.ov-chipkaart.nl.

We also share data with third parties if that is necessary to make sure your OV-chipkaart works properly across the Netherlands. A limited amount of functional data is shared with Translink and other public transport companies.

If you buy an international train ticket, the data is recorded by us and by BeNe Rail International (an international partnership between NS and Belgian Railways) for the creation, issue and functioning of the train ticket.

We also pass on your data to the relevant transport carrier, for example Eurostar or Thalys, for the booking. We have made agreements with these parties about processing personal data, for example regarding the security and storage of data.

If a credit check is carried out before a product can be purchased, we pass on your data to Focum. Focum is a credit agency. Focum collects data on people and that data can be used together with the information you provide to us to stop you from taking on financial obligations that are more than you can bear, and to reduce our own financial risks. NS has made agreements with Focum about processing personal data, for example regarding the security of personal data. Based on the code of conduct of the Netherlands Association of Mortgage Banks, Focum is responsible for processing personal data in relation to its database, the credit agency and the automatic assessments. See the Focum website for more information on the data processed by Focum (<https://www.focum.nl/over-ons/privacy-statement-focum/>).

If you fail to meet your payment obligations, we will share your contact details with the debt collection agency BOS Incasso for the collection of the outstanding debt. In the case of payment by iDeal or credit card, we also share your payment details with third parties for the purpose of handling the transaction and combatting fraud.

Finally, we use third parties for implementing IT services. Those third parties are our data processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data, for example regarding the security and storage of data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

With the exception of journey transactions, customer data is deleted 48 months after the last customer contact between you and NS. We delete your NS account when you ask NS to do so, as explained in <https://www.ns.nl/privacy/rechten-betrokkenen.html>. This is because the NS account may also be used for other services.

If you are using a Samenreiskorting (joint journey discount), your data may be processed for the duration of validity of the code, which is at most 3 days. This interval is extended by the time elapsed between purchasing the e-ticket and the actual journey date stated on the e-ticket. It is possible to purchase e-tickets for travel up to a maximum of one month in the future. After this interval, NS may store details for a maximum of 18 months of how often you have used joint journey discounts. The link between the person who gives the joint journey discount and the person who receives it is deleted after the validity period of the joint journey discount has expired. The response from the DUO as to whether a student travel product is valid is deleted immediately after being obtained by NS.

If the result of the Focum credit check is negative, NS does not store any information, and immediately after the termination of the order, all the information entered is deleted. Focum is not allowed to use the personal data it receives from NS for performing the credit check to enrich its own database. For more information on the personal data that Focum is responsible for, please refer to the Focum website.

Topping up and paying for travel products

Information about the use of your data when you top up and pay for travel products such as the OV-chipkaart and single-use smartcard.

What personal data do we use?

If you purchase or top up an NS travel product such as a season ticket, we need data such as your contact details, card data and bank details in order to process the financial transaction. We obtain this data from you [when you buy the travel product](#).

If you elected to have your OV-chipkaart topped up automatically via Translink, we do not process your bank details.

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible. Payments relating to the NS-Business Card will always take place via the employer.

What do we use your data for?

Topping up products and collecting payments (including overdue payments) for season tickets for example count as financial transactions.

The basis for the processing is: implementing the agreement and legitimate interest

Processing financial transactions is part of the agreement we concluded with you. If you fail to provide the necessary data and we are then unable to collect your payments, it will not be possible for you to travel using an OV-chipkaart in your name. If you fail to provide this data to NS or do not wish to do so, you can still use an anonymous OV-chipkaart.

It is also of commercial and financial importance to us that we are able to collect any debts you may owe us. This could be the case for example if we impose a fine on you for travelling without a valid ticket. In that case, the interests of NS outweigh the possible infringement of your privacy entailed by the use of the data. We also take measures to protect your privacy. For example, we make sure staff only have access to this data to the extent necessary for the performance of their job.

Who do we share data with?

We may engage third parties such as bailiffs and debt collection agencies to collect debts on our behalf.

We also use third parties for implementing IT services. Those third parties are our data processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data, for example regarding the security and storage of data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your data for up to 18 months after your journey with us.

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Claims and refunds

Information about the use of your data for dealing with claims and refund requests.

What personal data do we use?

You may find your train was delayed or you forgot to check out. We will refund any excess costs you incurred if you are entitled to a refund. To do this, we need to use data you provided to us when you purchased [the product from us](#) or that we received from you when you submitted the claim. Such data could for example be your contact details, OV-chipkaart number, bank details and journey information.

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible. If you forget to check out, the repayments will be made to your employer. Refunds in the event of a delay will be paid into your personal bank account.

What do we use your data for?

We work continually on improving our services. Even so, you may find your train has been delayed or has unfortunately had to be cancelled. Or you may forget to check out. In that case you might be entitled to compensation for the delay or to some other form of refund.

A malfunction might also have unfortunately occurred in the processing of your payment, preventing you from travelling further.

The basis for the processing is: implementing the agreement

If you experienced a delay or forgot to check out, you can submit a request for [a refund for a delay in the NS International service](#) or [a refund after forgetting to check out](#). In that case, we use your contact details and journey information to determine whether you are entitled for a refund. We also use your bank details to pay out the compensation. You can also contact NS Customer Service about this. If you have an NS Zakelijk NS-Business Card and forgot to check out, the refund is incorporated in the employer's invoice.

In the event of a payment malfunction, we aim to compensate you automatically if you end up paying too much due to the malfunction. You do not need to contact NS Customer Service yourself; we will make the excess amount we deducted available for you to upload onto your card, or we will rectify the error in your next invoice. If you travel using a prepaid card, you can retrieve the excess amount at an NS ticket machine or a pickup point. Go to www.ns.nl to see whether an automatic refund applies. To enable this, NS will process your detailed journey information, doing so exclusively for this specific purpose. If you do not want your detailed journey information to be processed for this purpose, you can inform NS Customer Service of this.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your personal data for up to 18 months after the termination of the agreement.

Ordering and paying

Trains

Stations

Door-to-door services

Digital services

Contact and customerservice

More topics

Travelling and paying with your debit card or credit card

The nine Dutch public transport carriers² (the “Carriers”) and Translink have jointly introduced a new option for travelling by public transport, in which you can purchase a Ticket by checking in and out with your Debit Card or Credit Card. We do this in partnership with a number of payment service providers³. If you use these payment service providers, your Debit Card or Credit Card includes a public transport journey functionality in the Netherlands. You pay for your journeys from the bank account associated with your Debit Card or from the credit available on your Credit Card.

If you use your Debit Card or Credit Card to check in and out, you enter into a transport agreement with NS that is subject to the [General Terms and Conditions of Urban and Regional Public Transport] [General Terms and Conditions of Nederlandse Spoorwegen for Passenger Transport, AVR-NS] and the ‘OVpay Terms and Conditions for checking in and out with your Debit Card or Credit Card’. If you travel on an Intercity Direct train, the Intercity Direct Product Terms and Conditions also apply. Your Personal Data need to be Processed in order to implement this. You are then able to travel on NS public transport and pay using your Debit Card or Credit Card. NS and Translink can also provide you with services.

If you do not want NS and Translink to have the necessary Personal Data, you will not be able to check in and out using your Debit Card or Credit Card. You will need to use a different kind of Ticket.

The processes were set up based on the principle of privacy by design. This means Translink and the Carriers designed and set up the system so as to protect your privacy as a passenger to the maximum extent possible.

The capitalised terms in this section have definitions that are given in the list of terms at the end of this privacy statement.

Pseudonymising, re-identification and the use of tokens

As soon as you check in, the unique identification number (the primary account number, ‘PAN’) for your Debit Card or Credit Card is Pseudonymised. Each Debit Card or Credit Card is assigned its own unique number, known as a token. These unique tokens are used for various purposes, such as journeys, payments, services, inspections and summary reports.

Translink has a central administration system. This is where, on behalf of the Carriers, Translink records Tickets, calculates the cost of a journey and keeps track of the total amount a passenger spends on travel during the day. This system assigns each Carrier its own unique identification numbers for the tokens. This means none of the Carriers can obtain information on a passenger’s journey patterns checking in and out with other Carriers with their Debit Card or Credit Card.

Pseudonymised data cannot be traced back to your Debit Card or Credit Card details without additional information. Pseudonymising is a measure aimed at reducing risks for passengers when their Personal Data is Processed. An organisation may be able to find out which Debit Card or Credit Card belongs with the pseudonym by combining Pseudonymised data with other data. As a result, it may be possible to see the journey history associated with a given Debit Card or Credit Card.

When setting up the processes, the Carriers and Translink worked on the principle of privacy by design and made agreements with one another to prevent this risk of re-identification.

What Personal Data do we use?

How does travelling and checking in and out with your Debit Card or Credit Card work?

A. Journeys

When you check in with your Debit Card or Credit Card, the card reader reads off the Technical Data for the Debit Card or Credit Card. We check to see whether it is possible to use this Debit Card or Credit Card for travelling in this way and we inform you of the outcome via the card reader. Presenting a Debit Card or Credit Card to a card reader is called a ‘tap’.

If you are able to use your Debit Card or Credit Card to travel in this way, then when you check in and out, the card readers of the Carrier you are travelling with send Personal Data to Translink. In addition to the Technical Data on the Debit Card or Credit Card, this includes the date, time and bus stop or station where you checked in or out. Your journey is reconstructed and the journey price calculated using both this data and, where relevant, additional data on discount products and discount profiles.

You should make sure you always present your Debit Card or Credit Card separately to the card reader when checking in and out, rather than with your wallet for instance. That prevents you from inadvertently checking in or out with a different card than intended, which may mean you end up paying too much for your journey.

Your first journey with your Debit Card or Credit Card

The first time you check in with your Debit Card or Credit Card, an automatic check is performed to determine whether your Debit Card or Credit Card has the functionality for travelling by public transport in the Netherlands. This also happens if you check in with a Debit Card or Credit Card after not having used it in this way for travelling for 14 days.

Translink also checks with the Bank or Credit Card Company whether your Debit Card or Credit Card has been blocked. If that is the case, your Debit Card or Credit Card’s functionality for travelling by public transport will also be blocked temporarily and you will not be able to use it for checking in and out. This is a decision taken by the Bank or Credit Card Company; the Carriers and Translink are unable to do anything about this.

Travelling with your Debit Card or Credit Card

Every time you check in using your Debit Card or Credit Card, an automatic check is performed against Translink’s alert list to see whether the Debit Card or Credit Card has been blocked (permanently or temporarily). This list is managed by Translink and distributed to the Carriers. Debit Cards and Credit Cards are added to the list by Translink if:

- it transpires that a Debit Card or Credit Card used in public transport is on an alert list for the Bank or Credit Company, for example because it was reported stolen or missing;

2 Arriva, Connexxion, EBS, GVB, HTM, Keolis, NS, Qbuzz and RET. See ovpay.nl for the latest overview.

3 Maestro, MasterCard, VPAY and VISA. See ovpay.nl for the latest overview.

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- a payment by the Debit Card or Credit Card for the use of public transport could not be settled, for example because you did not have enough money in your bank account or did not have enough credit available on your Credit Card;
- it transpires that you are using a discount product or discount profile without meeting the applicable conditions.

B. Payment

The central administrative system at Translink calculates the journey price for the journeys you make based on your check-ins and check-outs with the Debit Card or Credit Card. The amount payable for all the journeys you made on one Journey Day is sent to the Bank or Credit Card Company in one go in the night following that Journey Day.

For the settlement of the payment, Translink passes on the Technical Debit Card or Credit Card Data and the Payment Reference to the Bank or Credit Card Company.

If the payment is successful, you will be able to see in your digital or paper statement what amount was deducted and you will get your unique Payment Reference for each day you travel. A Payment Reference starts with the letters 'NLOV'. You can see your digital statement by logging into your secure Bank environment.

Contrary to the above, the amounts are deducted in the course of the Journey Day rather than after the end of the Journey Day if the sum of the journey prices payable exceeds a threshold determined by the Carriers. The journey prices payable are then deducted immediately from your bank account or available credit. After successful payment, any further journeys you make as a passenger are settled at the end of the Journey Day, unless the threshold is reached again before the end of the day. In addition, the journey prices for MasterCard with virtual Payment Devices (mobiles and smartwatches) are temporarily being settled per journey rather than after the end of the Journey Day.

Summary reports

Translink records all check-ins and check-outs and is responsible for reconstructing journeys and determining the journey price. Translink arranges settlement of the payment of your journeys using your Debit Card or Credit Card in partnership with the financial institution EMS and your Bank or Credit Card Company. Translink also makes sure NS and the other Carriers receive all payments for the journeys made every day.

All the Carriers receive daily summary reports from Translink that they can use to check the accuracy of the transactions and payments relating to them. The reports concern transactions (checking in and out and failed taps), journeys (check-ins combined with check-outs) and payments within that Carrier's domain.

Failed payments

If the payment cannot be made, for example because the balance or available credit is too low, Translink will temporarily block the Debit Card or Credit Card's functionality for travelling by public transport in this way. You can then no longer use your Debit Card or Credit Card to travel on any form of public transport until the outstanding amount has been paid.

Within a period of 62 calendar days, the central administrative system will make repeat payment requests to deduct the amount owed from your bank account or available credit.

You can also initiate the payment yourself as a passenger, both during this period and afterwards. You do so by presenting your Debit Card or Credit Card to the card reader for checking in and out of any Carrier. This will prompt Translink to send a payment request to your Bank or Credit Card Company. You can also settle the amount outstanding in the OVPay app. A payment request will then be sent via EMS to your Bank or Credit Card Company. In both methods, you will be able to use your Debit Card or Credit Card again to travel about 15 minutes later if the payment is successful.

Travel functionality blocked temporarily

You can check whether your Debit Card or Credit Card's travel functionality has been blocked temporarily by presenting the Debit Card or Credit Card to a Carrier's card reader and noting the message on the display, or by contacting the OVPay customer service.

While the Debit Card or Credit Card's travel functionality is blocked, you can of course still use another ticketing method to travel by public transport.

C. Service

We can well understand you might have questions about a journey, for example, or the costs that were charged if you forgot to check in or out. Perhaps you want to see an overview of all the journeys you made in the past period. You can do this by retrieving all or some of your journeys via the OVPay website, OVPay App and OVPay customer service (the OVPay App has its own privacy statement, which you can find in the OVPay App and on the OVPay website under 'Privacy'). It is also possible to link your Debit Card or Credit Card to your Mijn NS account to obtain services and information on journeys made with NS. In addition, you can contact NS Customer Service for specific questions about the NS services.

For us to be able to help you, you will need to provide your Payment Reference in combination with the associated amount in your Bank or Credit Card statement. That is because we do not know your Debit Card or Credit Card number and we cannot look up your IBAN.

The Payment Reference is a unique number for each payment with your Debit Card or Credit Card. Your digital or paper account statement will show the unique Payment Reference for the journeys associated with that specific payment (usually linked to a single Journey Day). This means that if you share this Payment Reference and associated amount with another person or organisation, that person or organisation may be able to find out what journeys you made.

App and website

You can link one or more of your Debit Cards or Credit Cards to the OVPay App, which can be downloaded from app stores. This can be done in various ways. First you create an account with a personal password. This can be based on a Payment Reference and the corresponding sum in the app. This can only be done within 31 days of having travelled and having made a contactless public transport payment. In the OVPay app, you can also create a link by entering the PAN and expiry date of your Debit Card or Credit Card into the online account and you can then travel using the Debit Card or Credit Card. In the OVPay app, you can also create a link by entering the IBAN and card sequence number of your Debit Card into the online account and then travelling using the Debit Card within 60 days. Your online account will show you for example whether you checked in and/or out, the price for the journeys you made and also your payments, the payment status and any blocks of your Debit Card or Credit Card. In the OVPay app, you can also correct a missed check-in or check-out and settle any outstanding sums.

The account environment of any given Carrier (web or App, if available) will only show you the journeys you made with that particular Carrier using your Debit Card or Credit Card, again for the last 18 months. You can also configure the OVPay App to notify you when you check in or out.

On the ovpay.nl website, you can use a Payment Reference and the associated amount to see the journeys you made for that specific payment. You can also make corrections here if you missed a check-in or check-out for NS.

If you experienced a delay when travelling with NS using your Debit Card or Credit Card and you are entitled to compensation under the 'Refunds for Delays' scheme, you can then submit a refund request using [the web form on ns.nl](https://www.ns.nl), specifying the Payment Reference and associated amount.

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Customer Service

You can contact NS Customer Service or the OVpay customer service with any queries you have about using your Debit Card or Credit Card to check in and out. The customer service staff cannot see your Debit Card or Credit Card details or your current account data.

Staff will always explicitly ask for your details if that is necessary to answer your query. Depending on your queries for the customer service, they may ask you for the Payment Reference and the associated amount that was deducted.

D. Inspection

Everyone travelling by public transport must have a valid Ticket. If you use your Debit Card or Credit Card to check in, your Ticket is linked to that Debit Card or Credit Card via a digital record at Translink. NS staff in trains and at stops and stations regularly check whether passengers have a valid Ticket. If an NS member of staff wants to check your Ticket, you should hold your Debit Card or Credit Card against their card reader.

An NS member of staff who wishes to offer leniency and/or help you out will ask explicitly for your permission, so that they can then see on their card reader the last 10 transactions using your Debit Card or Credit Card in public transport (up to 62 days previously). This data is shown in the device for a maximum of five minutes, and it disappears as soon as another Debit Card or Credit Card is held against the card reader.

The basis for the processing

If you check in and out with NS using your Debit Card or Credit Card, the basis for Processing the Personal Data is the implementation of an agreement. This is the transport agreement that is subject to the [General Terms and Conditions of Urban and Regional Public Transport] [General Terms and Conditions of Nederlandse Spoorwegen for Passenger Transport, AVR-NS] and the 'OVpay Terms and Conditions for checking in and out with your Debit Card or Credit Card'.

The basis for configuring the OVpay App to send notifications when you check in and out is your own consent.

Automated decision-making

Decisions are made automatically in two situations: when a journey price is outstanding and when a Bank or Credit Card Company has blocked a Debit Card or Credit Card.

Journey price is still payable

As a passenger, you must always pay the journey price that is due. If it proves not possible to settle your payment with your Bank or Credit Card Company, the Debit Card or Credit Card's travel functionality will be blocked (at least temporarily). You can then still check out on a journey but you cannot check in again.

If your Debit Card or Credit Card's travel functionality is blocked due to an insufficient amount or insufficient credit in your account, you can only check in again using this Debit Card or Credit Card once you have paid off the debt. Within a period of 62 calendar days, repeat attempts will be made to deduct the amount owed from your bank account or available credit.

You can submit an objection to this automated decision to temporarily or permanently block your Debit Card or Credit Card. You can do so via the OVpay customer service. They will review why your Debit Card or Credit Card was blocked and lift the block if there is reason to do so.

A Debit Card or Credit Card that has been blocked by the Bank or Credit Card Company

If a Debit Card or Credit Card that is used for checking in and out of public transport is listed as stolen or missing by a Bank or Credit Card Company or if it is blocked (at least temporarily) by the Bank or Credit Card Company for some other reason, the Debit Card or Credit Card's travel functionality is also blocked automatically (at least temporarily).

This is part of the general terms and conditions for the use of your Debit Card or Credit Card that you agreed with your Bank or Credit Card Company.

The Carriers and Translink are not able to do anything about this temporary or permanent block. If you have any questions about this, you can contact your Bank or Credit Card Company.

Who are the Controllers? What do we use your personal data for?

Your Personal Data is Processed by NS ('NS') and Translink. NS, the other Carriers and Translink are the joint Controllers responsible for processing Personal Data regarding journeys using your Debit Card or Credit Card. The arrangements they have made with one another are documented in a partnership agreement between the Carriers and Translink. Their joint responsibility as Controllers concerns the following processes and associated Personal Data:

Process	Purpose	Personal Data	Retention periods
Tapping (checking in and out) Legal basis: implementation of an agreement	Checking the status of the Debit Card and validating the tap	Technical Debit Card Data (PAN, PAN sequence number and validity date); Tap details.	Maximum of 24 hours
Processing taps (processing transactions) Legal basis: implementation of an agreement	<ul style="list-style-type: none">- Processing taps- Classifying taps: tap in/tap out/tap to settle outstanding debt- Constructing journeys based on check-ins and check-outs (journey transaction data); determining journey price; preparing journey transaction data/tap for settling outstanding debts- Dividing up journeys and creating synthetic part-journeys per public transport company to allow the part-journeys to be assigned to the correct public transport company and the journey price to be calculated	Technical Debit Card Data (PAN, PAN sequence number and validity date); Pseudonymised tokens derived from the Technical Debit Card Data, journey transaction data	18 months
Central passenger support (self-service) — without service account Legal basis: implementation of an agreement	<ul style="list-style-type: none">- Giving passengers information on journey transactions, payment transactions and outstanding debts via the OVpay website- Offering help with missed check-outs via the website or OVpay customer service	Payment reference; Payment transaction details; Outstanding debts; Journey transaction data (such as check-ins and check-outs, date and time, means of transport, journeys and price per journey)	Until the service has been delivered; no data is left on the website

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Process	Purpose	Personal Data	Retention periods
Central passenger support (self-service) — with service account Legal basis: implementation of an agreement	- Giving relevant users information on journey transactions, payment transactions and outstanding debts via the OVpay App - Facilitating the processing of missed check-outs through the OVpay App	Username and password (two-factor authentication); Payment reference; Payment transaction details; Outstanding debts; Journey transaction details;	Until the service has been delivered; no data is left in the App
Decentral passenger support (self-service) — with service account with public transport company Legal basis: implementation of an agreement	Giving users information through the public transport company website/App on: i) journey transactions and payment transactions for the public transport company in question (transactions in the past 18 months); ii) outstanding debts and the underlying transactions with other public transport companies if applicable	Payment reference; Payment transaction details; Outstanding debts; Journey transaction details;	Until the service has been delivered; no data is left on the website/App
Inspection and checks for valid Tickets Legal basis: implementation of an agreement	i) Checks whether passengers have a valid digital Ticket when using public transport; ii) If no valid check-in or check-out is found, a check of the last 10 transactions by public transport with the same Debit Card to determine the follow-up action by the public transport company	Technical Debit Card Data (PAN, PAN sequence number and validity date); pseudonymisation tokens; journey transaction details	The data is deleted automatically once the inspection device has received the response indicating whether or not the Debit Card has checked out and five minutes have passed or the next Debit Card has been presented for inspection or the inspection app is closed.
Mobile passenger service Legal basis: consent	In response to a request by a passenger, an inspector can scan the Debit Card to provide information about the last 10 journey transactions in public transport using the Debit Card	Technical Debit Card Data (PAN, PAN sequence number and validity date); pseudonymisation tokens; journey transaction data	
Composing and issuing reports about processing travel transactions Legal basis: Legitimate interests of Translink; legitimate interests of the Carriers and legal obligation of Carriers	Monitoring the integrity of the public transport system (e.g. validation of transactions), administering passenger transport agreements; calculating transactions plus the financial administration thereof and accountability etc.	Journey transaction data (such as check-ins and check-outs, date and time, means of transport, journeys and price per journey), pseudonymisation tokens;	18 months (legitimate interests); 7 years (legal obligations)

Who do we share data with?

NS, the other Carriers and Translink use the services of Processors, whereby we always make written agreements with external parties (such as IT vendors) that Process Personal Data on our instructions. We do this by concluding what is termed a 'processor agreement' in which we document arrangements regarding such matters as the protection and use of your Personal Data.

Translink uses the services of EMS (www.emspay.nl) for settling your payments with your Bank or Credit Card Company. To this end, Translink provides the Technical Debit Card or Credit Card Data and the Payment Reference. EMS processes the data in its capacity of Controller.

The Carriers and Translink are also required by legislation and regulations to pass on your data to third parties in some circumstances, for example in the event of a demand by the judicial authorities.

Protection of Personal Data

NS, the other Carriers and Translink take measure to protect your data, for example against unauthorised access, loss and theft. NS, the other Carriers and Translink have a policy of configuring the payment methods with Debit Card or Credit Card on public transport in a way that ensure a suitable level of security by default.

For the protection of Debit Card or Credit Card data, the Carriers and Translink have adopted PCI DSS, an international security standard that has been set up by Banks and Credit Card Companies. This standard aims to protect payment card data and prevent misuse of card data and the concomitant damage.

Your Technical Debit Card or Credit Card data is only Processed in NS card readers and in Translink's central administrative system in Pseudonymised form.

Contact for questions or exercising your rights regarding the use of a Debit Card or Credit Card for travel

If you have questions about the Processing of your Personal Data relating to travel using a Debit Card or Credit Card, you can ask the contacts at NS and Translink.

In principle, NS and Translink need the details of your Debit Card or Credit Card to answer specific questions. If you created an account in the OVpay App, linked your Debit Card or Credit Card to that account and entered your details, Translink can also use these details to help you. To get information about your journey, you need to specify the Payment Reference and associated amount.

For general questions about travelling with a Debit Card or Credit Card, you can contact the OVpay customer service by calling 0900–1433 (with the usual call charges) or completing the contact form on www.ovpay.nl/contact.

For specific questions about the NS service, you can contact NS Customer Service using any of the channels listed at www.ns.nl/en/customer-service/contact. The best option is a chat as then you can send screenshots, if applicable, which makes it easier for us to help you.

If you want more information on how NS or Translink handles your Personal Data, you can contact the data protection officer at either of the two organisations.

For NS, the e-mail address is fg@ns.nl, for Translink it is fg@translink.nl.

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Exercising your rights

If you wish to exercise specific rights, you can make this known at www.ns.nl/privacy/rechten-betrokkenen.html for NS, or by contacting the Translink customer service or data protection officer (see the contact details above).

Concepts

Because using your Debit Card or Credit Card to check in and out is a new phenomenon, we may be using terms you are not yet familiar with. For your convenience we have listed the terms and their meanings below.

General Terms and Conditions of Urban and Regional Public

Transport: the general terms and conditions for the use of urban and regional public transport by bus, tram, light rail and metro and regional train services.

App: a mobile application developed and provided by an individual Carrier or jointly by the Carriers and Translink (under the name OVpay) that passengers with a Debit Card or Credit Card can use to create an online account, view it and link their Debit Card or Credit Card to it. This makes it easy for passengers to see their journey transactions and payments and submit service requests, for example. The use of an App is subject to the conditions of use of the App in question.

AVR-NS: NS's terms and conditions of carriage (General Terms and Conditions for the transport of passengers and hand luggage by Nederlandse Spoorwegen).

Bank: a financial institution that provides payment services and that holds the bank account associated with the Debit Card that the passenger uses in public transport.

Debit Card: a contactless card that is issued by the Bank and can be used to make payments (physically or digitally using a smart device such as your smartphone or smartwatch). It can be used to travel on and pay for public transport by checking in and out with it at designated card readers on stations, at stops or in vehicles.

Credit Card: a contactless Credit Card issued by the Credit Card Company that passengers can use to travel on public transport and pay for it.

Credit Card Company: a financial institution that offers payment services and has issued the passenger's Credit Card.

Joint Controller: If two or more Controllers jointly determine the Processing purposes and means, they are deemed Joint Controllers as defined in the General Data Protection Regulation (GDPR).

Payment Card Industry Data Security Standard ('PCI DSS'): an information security standard for organisations that handle Debit Cards and Credit Cards for the card schemes.

Payment Reference: this is a code consisting of fourteen letters and digits in a combination that is unique to a given payment. The code is linked to the amount that is deducted from the passenger's bank account or available credit.

Personal Data: all information about an identified or identifiable natural person as defined in the GDPR.

Pseudonymising: Processing Personal Data in such a way that the Personal Data can no longer be linked to a particular passenger without the use of additional data, provided that the additional data is stored separately and technical and organisational measures have been taken to make sure the Personal Data is not linked to an identified or identifiable passenger, in the sense defined in the GDPR.

Journey Day: the period beginning at 00:00 and ending the next day at 03:05.

Technical Debit Card or Credit Card Data: this technical data consists of the Debit Card or Credit Card numbers, namely the Primary Account Number (PAN), PAN sequence number and validity date for the Debit Card or Credit Card. The PAN is the unique identification number for the Debit Card or Credit Card. The PAN sequence number is stored in the Debit Card or Credit Card chip and is not visible.

Translink: Trans Link Systems B.V., which has its registered office and its principal place of business in Amersfoort.

Ticket: the proof of valid admission to trains, buses, trams and the metro, purchased by NS passengers by checking in with their Debit Card or Credit Card for every journey with NS. A Ticket is only valid if all requirements have been satisfied as stipulated in the General Terms and Conditions of Urban and Regional Public Transport (when travelling on urban or regional public transport) or AVR-NS (when travelling with NS).

Carriers: the Dutch public transport companies specified on the website [OVpay.nl](https://ovpay.nl).

Processing: any operation or set of operations which is performed on Personal Data or a set of Personal Data, whether or not by automated means, as defined in the GDPR.

Processor: a natural or legal person, public authority, agency or other body that Processes Personal Data on behalf of the Controller, as defined in the GDPR.

Controller: a natural or legal person, public authority, agency or other body that, whether alone or jointly with others, determines the purpose and resources for the Processing of Personal Data, as defined in the GDPR.

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NS-Business Card and NS Go

If your employer has decided to provide you with an NS-Business Card, you can make use of various mobility services. They may be delivered by NS or third parties and they depend on what mobility services your employer has decided to allow. NS bills all services delivered by NS and other service providers through the NS-Business Card invoice. The applicable product terms and conditions set out the rights and obligations entailed by the use of the NS-Business Card and associated services.

NS Go is the mobility platform your employer can use to manage its mobility policy and to promote sustainable mobility. For you as an employee, it means requesting and managing mobility services and the administration of business and personal trips can be dealt with more simply. NS Go enables integration with your employer's HR system, giving information about services and journeys and enabling the associated administrative settlement to be dealt with.

NS or the mobility service provider is the controller as defined by the GDPR for the data that is processed for the journey or service. Your employer is the controller as defined by the GDPR for the data that is processed in the NS Go platform.

What personal data do we use?

If you make bookings, go on journeys or use services that are paid using the NS-Business Card, we process your (business) contact details, your card number, your e-mail address where applicable and the addresses that form the start and destination of your journey.

If you and your employer use NS Go, your employer decides which data is integrated in the NS Go platform. Your employer will only process the data that is necessary for the administrative settlement of the services that are available to you. That data is at the very least your first name and surname, your address (private or work), your work e-mail address, your staff ID number, your date of birth, your sex (M/F/X), the start and end date of your employment contract, and information regarding your role in the organisation. Certain mobility services also require a passport photo, which you should upload yourself onto the NS Go platform.

Your employer will not receive data on the times of your journeys. However, NS does use the times to label the journeys you take as 'business trips' or 'private trips' (note that no times are shown to your employer).

What do we use your data for?

You can easily book services online via the NS app to turn your train journey into a complete door-to-door journey. To make use of these services, you need to have a personalised business OV-chipkaart, the NS app and an NS Go account.

NS Go allows you and your employer to manage your journeys and services and offers your employer insight into the use of sustainable and other mobility services.

The basis for the processing is: implementing the agreement

We use some of the above-mentioned data items as part of the travel agreement that we conclude with you for your travel and services. Examples are charging the price of the journey or handling a request made to our Customer Service. If you do not provide us (or other relevant mobility service providers) with the data, it is not possible for you to use these services with an NS-Business Card or to use the NS Go platform.

The basis for the processing is: the legitimate interest of your employer

Your employer has a legitimate interest in obtaining information on your business trips and being able to shape its mobility policy. Your employer can use NS Go for example to get information on sustainability and the costs incurred. You can also use NS Go to view your journeys and, if wished, classify them as business or private trips.

Who do we share data with?

If you use mobility service providers other than NS, NS will share your card number and journey details with these providers.

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your journey data for up to 18 months after you use the service and for 18 months after termination of the NS-Business Card agreement. Your employer can retain the personal data for a maximum of seven years. Your personal data is not kept in the NS Go platform any longer than is necessary to achieve the specified objectives and will be deleted if you deactivate your user account.

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Using travel products

Information about the use of your data when you travel using an NS travel product.

What personal data do we use?

If you travel with us using an OV-chipkaart in your name, a separate ticket or a ticket for an international journey, we need to use some of your data to make the journey possible. Examples are your card details, bank details and journey information. You provided this data [when you purchased the product](#).

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible. We obtained these details from you or your employer.

What do we use your data for?

We use your personal data to enable you to travel with an OV-chipkaart. We also use the data to enable our ticket machines and check-in/out posts to function properly. Finally, we use the data so that the conductor can check your ticket.

The international tickets let you pass through the gates. In addition, they are used when checking tickets in the train.

The basis for the processing is: implementing the agreement

We only process the data you provide to us when using a travel product in your name and only insofar as this is necessary to conclude a passenger agreement with you and implement it in enabling you to travel with NS (for more information, see [link](#)). If you do not wish to provide us with personal data, you can travel using a non-personalised travel product.

The chip of an anonymous OV-chipkaart does not contain personal information such as your name or address, but it does contain information such as your travel preferences, for example the stations and routes you tend to use. We do not keep track of these preferences in detail. For example, we do not know what time you travelled.

The basis for the processing is: the legitimate interest of NS

NS uses its passengers' check-in/check-out data to create what are termed 'pedestrian flows' (numbers of passengers) per station. This data, which cannot be traced to individual people, is used by NS both for social objectives, such as safety and crowd control in and around stations, and for commercial objectives, such as determining where to locate certain services and shops on stations. Another aim of these reports is to make sure the operation of station shops is aligned with how busy the station is. NS has a legitimate interest in this regard that outweighs the interests of its passengers. You can opt out of this at any time by lodging an objection to the further processing of your data. You can indicate this in [the application form](#).

Compatible use: regular pricing for the NS-Business Collectief scheme

We may perform regular analyses of the actual travel behaviour of NS-Business Card users. We only do this for cards that are, or are due to be, provided by the employer under the terms of the NS-Business Collectief scheme. We do this so that we can regularly offer the employer the most appropriate fares with additional benefits for you as an NS-Business Card user, such as unrestricted travel for commutes and business and personal trips. The data we use for this can no longer be traced back to individual users.

Compatible use: scientific research and statistical purposes.

Finally, we may carry out or commission scientific research or research for statistical purposes. This research may involve or indeed require the processing of personal data. Examples are aggregated data such as the numbers of people getting on and off trains at a station. In such cases we will take appropriate measures such as pseudonymisation, taking into account the context in which the data was collected and only publishing data if consequences for the data subjects from further processing can be ruled out.

In the case of scientific research or statistical purposes, we share data with scientific organisations, such as universities, or organisations that are public in nature, such as municipalities, the Ministry of Infrastructure and Water Management, or ProRail. These organisations are not able to trace the data back to individual people. The organisations use the data to help them perform their tasks and discharge their responsibilities in the station environment and to align facilities with the needs of passengers.

We also publish data that is no longer traceable to individuals so that it can be used for scientific or statistical purposes.

Who do we share data with?

If you use an OV-chipkaart to travel, we pass on the data to Translink. Translink is responsible for the issue and functioning of the OV-chipkaart. It also handles the journey transactions and other transactions you perform with your OV-chipkaart.

We also share data with third parties if that is necessary to make sure your OV-chipkaart works properly across the Netherlands. A limited amount of functional data is shared with Translink and other public transport companies. You can find more information about this at [www.OV-chipkaart.nl](#).

If you buy an international train ticket, the data is recorded by us and by BeNe Rail International (an international partnership between NS and Belgian Railways) for the creation, issue and functioning of the train ticket.

We also pass on your data to the relevant transport carrier, for example Eurostar or Thalys, for the booking. We have made agreements with these parties about processing personal data, for example regarding the security and storage of data.

Furthermore, we use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data, for example regarding the security and storage of data.

If you have an NS Zakelijk NS-Business Card, we share some data relating to your journeys with your employer. What data that is depends on the kind of season ticket your employer has contracted, for example a Trein Vrij or OV Vrij season ticket. If your employer has contracted a Trein Vrij season ticket for instance, the invoice sent to the employer will show your journeys with NS and other forms of public transport (such as the bus, tram or metro) and the fare charged. Your employer can also see if you make use of a change of class or use door-to-door services (such as a taxi or public transport bicycle). The times at which you travel are not passed on to your employer. However, NS does use the times to label the journeys you take as 'business trips' or 'private trips' (note that no times are shown to your employer). Your employer is provided with this data to enable costs to be charged on to you if wished and/or so that the employer can request corrections (for example, if you forgot to check out).

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Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

If you travel with NS, we will keep your personal data for up to 18 months after you took that journey.

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Safety during your journey

Information about the use of your data to ensure safety during your journey.

What personal data do we use?

We attach a high priority to the safety of our passengers and staff. That is why we use camera surveillance. The cameras are used to record images, which are then viewed. That lets us act quickly if there is an incident, and detect and prosecute infractions and criminal offences.

To improve safety further, passengers can send a report via WhatsApp or text message if they feel unsafe in the train. The WhatsApp or text message puts the passenger in direct contact with the NS Control Room, which can call on the assistance of colleagues if necessary. We use your phone number here.

What do we use your data for?

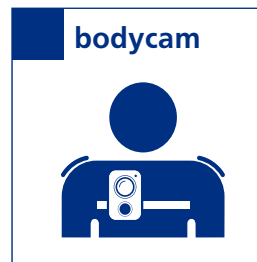
Threats to safety are a social problem that also affects NS. Rail travel is safe in principle, but sometimes unsafe situations can arise, or a situation can be perceived as unsafe due to the behaviour of aggressive fare dodgers, vandals and people hanging around, or due to the congestion around the access gates.

The basis for the processing is: the legitimate interest

One of the measures we take to tackle this is to install camera surveillance on stations and in trains. This has proven to be an important aid in preventing and resolving offences and prosecuting the offenders in question, as well as in dealing with other violations. Another important purpose is facilitating the targeted deployment of emergency response services during an emergency or a request for help. Camera surveillance images may also be used as input when handling disputes or when recovering the costs of damage to NS property. In addition, camera surveillance is an important tool in alerting NS in good time if congestion is getting too much, allowing NS to take measures that ensure a safe and smooth passage through the access gates. We would not be able to guarantee the safety of our passengers, staff and property to a sufficient degree without the use of camera surveillance.

Camera surveillance is not concealed and is indicated by illustrations on stickers. Both NS and our passengers have an interest in these images being recorded. We have also placed cameras at the front and back of some train series. These cameras help us to deal with incidents on the railways faster and can also be used to prevent future incidents.

All stations and trains may have security personnel or Safety & Service staff patrolling who are wearing body cameras. They wear body cameras for their own protection and yours. The member of staff in question activates the recording of images as soon as a potentially unsafe situation arises.



Without these images, it would not be possible to investigate incidents after the event or guarantee the safety of our passengers and staff. We make sure all images are stored securely and that access to the images is restricted to the authorised employees; the staff wearing the body cameras do not have access to the images.

Reports of a perceived lack of safety via WhatsApp or text message help NS to improve safety in trains and offer passengers a way of reporting unsafe situations. In each chat, you have the option of letting us know what you think of the service and how the situation was handled by clicking the link included in the chat. The answers you give are processed by an external survey company for analysis purposes. They use anonymised data.

Trial of the Technology-Guided Departure Process

Since August 2022, NS has been trialling what is termed the Technology-Guided Departure Process ('Technisch Geleid Vertrekproces' in Dutch). Unlike the current situation, where the chief guard initiates the departure process, in this trial the process is guided by technology and facilitated by the driver. The technology consists of cameras on the outside of the train and a trap-and-drag prevention system for the train doors. The camera images are sent to the driver's cabin, offering the driver visual support in determining whether the train can depart safely. During this trial phase, the cameras next to the train doors can be recognised by their black colour. You can also see from the outside of a train if it is being used by NS for the trial, as the train exterior then displays the following text: "Hier testen wij nieuwe digitale technologie" (We are testing new digital technology here).

Who do we share data with?

We use third parties for implementing IT services, for example for dealing with incidents in the above-mentioned trial. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

We may pass your data on to investigative bodies such as the police for the purpose of investigating and preventing criminal acts.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

Only authorised individuals have access to the recorded images. If there were no incidents, the footage is kept for 28 days and then deleted. If there was an incident, the footage is kept until the incident has been completely dealt with. We may also retain footage of incidents for proactive/preventive purposes if necessary.

If you report an unsafe situation, we will keep your phone number for 14 days.

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Train journeys with GPS

Information about the use of your personal data when you travel using the NS option for train journeys with GPS.

Processing of personal data

To use the 'train journeys with GPS' option, you need an OV-chipkaart and NS Flex season ticket and you need to have downloaded the NS Lab app, including the 'train journeys with GPS' option, onto your smartphone and to have given the app the required authorisations (such as access to your location data). Personal data is processed to enable the 'train journeys with GPS' feature.

What personal data do we use?

If you use an OV-chipkaart and have an NS Flex season ticket, you have the option via the NS Lab app of using GPS data from your smartphone to travel on all trains in the Netherlands where the OV-chipkaart is accepted. That means you can travel without having to check in and out at posts or access gates with your OV-chipkaart. To enable you to travel on the train with GPS in this way, we need to use certain personal data items. Examples are your first name and surname, your journey details and location data.

If you use the 'train journeys with GPS' option in the NS Lab app for travelling and you reach a station's geofence (the virtual demarcation of an existing geographical location, in this case station areas and railways in the Netherlands), from that point on you can give permission for the collection of the data required to enable train journeys with GPS, such as location data. Your data is collected in order to determine the location efficiently and accurately and send this information to the Translink back office, so that Translink can record your train journey and work out the price.

The train journey with GPS ends once it can be seen that you have left a station by some other means of transport than the train or after you or the app have ended the train journey (either manually or automatically). The processing of personal data stops within 20 minutes of you leaving the geofence.

No personal data is processed if you reach, pass or spend time within a station's geofence without the NS Lab app being used or started with the 'train journeys with GPS' option.

What do we use the data for?

We use your personal data to enable you to travel using the 'train journeys with GPS' option in the NS Lab app. We also use the data to make sure the chief guard can check your ticket.

The basis for the processing is: implementing the agreement

We only process the data that you provide us with to enable you to use the 'train journeys with GPS' option in the NS Lab app, and only insofar as this is necessary to conclude a 'train journeys with GPS' agreement with you and implement it so that you can travel with NS. If you do not wish to provide us with personal data, you will not be able to use the 'train journeys with GPS' option. You can always travel using another travel product, whether personalised or anonymous.

Who do we share data with?

If you use the NS Lab app for travel and make use of the 'train journeys with GPS' option, we pass on certain data to Translink. Translink is the NS supplier for the 'train journeys with GPS' service, and various data flows pass through the Translink systems and back office.

Part of our NS Customer Service operations have been outsourced to an organisation that is based in both the Netherlands and Suriname. We have taken appropriate measures with this party by including the standard clauses as defined by the European Commission.

Furthermore, we use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data, for example regarding the security and storage of data.

How long do we retain your data?

NS does not retain your data any longer than is necessary for the purpose for which the data was collected, and never longer than is allowed by law. If you travel using the NS Lab app with the 'train journeys with GPS' option, we will keep your personal data for up to 18 months after you took that journey. The location data is retained by Translink for four months.

Travelling with a disability

Information about the use of your data if you need assistance in boarding, exiting or changing trains due to a disability.

The use of data as described below does not apply if you travel independently and do not the travel assistance service.

What personal data do we use?

If you have a disability and use the travel assistance service so you can travel by train, we process the data we need to let us provide that assistance, such as your contact details, your aids, data on your journey and, if relevant, data on your disability.

In the case of an NS Flex season ticket for the blind and partially sighted, we process the data in your OV-Begeleiderskaart B, whereby only your name is visible.

If you have an NS Zakelijk NS-Business Card, we will use your business contact details where possible.

What do we use your data for?

The basis for the processing is: implementing the agreement and a legal obligation

We want to make sure everyone can travel. NS also has a legal obligation to this effect pursuant to the Decree on the Accessibility of Public Transport. That is why we offer passengers with a disability assistance in boarding, exiting or changing trains and why we use journey monitoring so we can take action in good time if the journey does not go according to plan, for example because a lift is out of order or a train is delayed.

To let you use this service, we process passenger journey data such as the date and time at which you wish to travel, and your disability aid. We do this to determine what assistance resources are required. We also use your e-mail address so that we can send confirmation of the booking. In addition, we use your phone number so we can contact you in the event of a disruption during your journey.

If we book a taxi or wheelchair taxi for you, we pass on your name to Transvision. Your phone number is also shared with Transvision if you give explicit permission for this.

In the case of an NS Flex season ticket for the blind and partially sighted, we process an indicator that lets us know you will be travelling with an OV-Begeleiderskaart B.

Who do we share data with?

At stations without permanent NS Customer Service staffing, travel assistance is provided by our partner Qarin. We share your name, journey details and information on your disability aid with Qarin. We have made agreements with Qarin about processing personal data. We only provide Qarin with the data they need to deliver the assistance, and we take precautionary measures to prevent any infringement of your privacy.

Sometimes it may be necessary to use a taxi for all or part of the journey. That service is arranged by our partner Transvision. They allocate a taxi company for each application and that taxi company then transports you to the required destination. We take precautionary measures to prevent any infringement of your privacy. For example, we provide Transvision with only the data they need to make a reservation. Transvision is then responsible for adhering to the applicable legislation and regulations. We therefore advise you to consult transvision.nl if you would like more information.

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

If you travel with NS, we will keep your personal data for up to 18 months after you took that journey. The copy of your OV-begeleiderskaart B is deleted after adding the indicator to your customer number. You can ask NS at any time to delete the indicator.

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Emergencies

Information about the use of your data in the event of an emergency.

What personal data do we use?

In the event of an emergency, we may ask you for personal data such as your contact details so we can provide you with assistance or somewhere to stay during the emergency.

If you have an NS Zakelijk NS-Business Card, we will use your business contact details where possible.

What do we use your data for?

We use your data so we can offer support in the event of an emergency. If you are left stranded as a passenger through the actions of NS, in certain cases we will arrange a taxi or hotel room for you. NS decides when you are entitled to a taxi or hotel room.

The basis for that processing is: implementing the agreement

If we book a taxi for you, we pass on your name and phone number to Transvision. Transvision allocates a taxi company and journey number. That taxi company then transports you to the required destination.

If you need somewhere to stay the night due to an emergency such as extreme weather conditions, we will pass on your contact details to Onemeeting, Uniglobe and the hotel in question.

We take precautionary measures to prevent any infringement of your privacy. For example, we provide these parties with only the data they need to make a reservation or booking.

Who do we share data with?

In the event of an emergency, we share data with Transvision, Onemeeting, Uniglobe and hotels. These parties are then responsible for adhering to the applicable legislation and regulations. We therefore advise you to consult the websites of Transvision (www.transvision.nl/privacy), Onemeeting (www.onemeeting.com/privacy-cookiebeleid) and Uniglobe (www.uniglobe.com/privacy-policy), or ask the hotel in question, if you would like more information.

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your data for as long as is necessary to assist you during and after the emergency.

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Wi-Fi in the train

Information about the use of your data when you use Wi-Fi in the train.

What personal data do we use?

To let you use Wi-Fi in the train, we use your Media Access Control (MAC) address. We need the MAC address to give you access to the internet. Then we assign your laptop or mobile device a dynamic IP address.

What do we use your personal data for?

If you want to use Wi-Fi in the train, we conclude a user agreement with you.

The basis for that processing is: concluding and implementing the agreement

We process the above data solely so that we can implement the user agreement and give you access to the Wi-Fi network. If you do not provide this data, no connection can be effected between your device and the Wi-Fi network.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

We may pass your data on to investigative bodies such as the police for the purpose of investigating and preventing criminal acts.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain the MAC address for a maximum of 24 hours. After that point, the data is made anonymous.

Stations

- Safety in and around the station
- Capacity and use of free P+R car parks
- Station maintenance
- Work on the station
- Products with station transit rights
- Orders at Julia's

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Safety in and around the station

Information about the use of your data for improving your safety and improving our services in and around stations.

What personal data do we use?

To improve your safety in and around stations and improve our services, we use counting sensors that count the number of passers-by and analyse local pedestrian flows. The images received by these counting sensors are not stored on the sensor or in any other way. In the past, Wi-Fi tracking was used in addition to the counting sensors. However, NS stopped using Wi-Fi tracking on 7 January 2021.

In addition, we use camera surveillance in and around stations. The cameras are used to record images, which are then viewed. That lets us act quickly if there is an incident, and detect and prosecute infractions and criminal offences.

What do we use your personal data for?

More than 1.2 million passengers use the stations in the Netherlands every day. A station is an unusual location, where pedestrian traffic converges with public transport, with changeover possibilities between trains, urban and regional public transport, bikes and cars, and an ever increasing range of services and amenities.

The basis for the processing is: the legitimate interest

NS is constantly working to improve safety and improve our services in and around stations. To do this, it is essential to have information on pedestrian flows, pedestrian routes, time spent in different places, and the areas where passengers and other station users wait. In this regard, we use counting sensors at certain large stations to measure passenger flows. We make sure the data generated by the sensors is processed securely and with due care. This is done in such a way that the data cannot be traced to individual passers-by, whether directly or indirectly. Therefore, your privacy is assured.

This data, which cannot be traced to individual people, is used by us both for social objectives, such as safety and crowd control in and around stations, and for commercial objectives, such as determining where to locate certain services and shops on stations.

NS uses counting sensors at the stations Amsterdam Centraal, Amsterdam Zuid, Amsterdam Bijlmer Arena, Utrecht Centraal, Schiphol Airport and 's-Hertogenbosch.

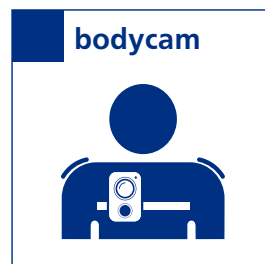
There is camera surveillance in and around stations and in NS shops. Please note that not all shops and properties on stations are operated by NS. The entity responsible for the camera surveillance in a shop is indicated at the entrance to the shop in question.

In practice, camera surveillance has proven to be an important aid in preventing and resolving offences and prosecuting the offenders in question, as well as in dealing with other violations. Another important purpose is facilitating the targeted deployment of emergency response services during an emergency or a request for help. Camera surveillance images may also be used as input when handling disputes or when recovering the costs of damage to NS property. In addition, camera surveillance is an important tool in alerting NS in good time if congestion is getting too much, allowing NS to take measures that ensure a safe and smooth passage through the access gates. We would not be able to guarantee the safety of our passengers, staff and property to a sufficient degree without the use of camera surveillance.



Camera surveillance is not concealed and is indicated by illustrations on stickers. Both NS and our passengers have an interest in these images being recorded. We have also placed cameras at the front and back of some train series. These cameras help us to deal with incidents on the railways faster and can also be used to prevent future incidents.

All stations and trains may have security personnel or Safety & Service staff patrolling who are wearing body cameras. They wear body cameras for their own protection and yours. The member of staff in question activates the recording of images as soon as a potentially unsafe situation arises.



Without these images, it would not be possible to investigate incidents after the event or guarantee the safety of our passengers and staff. We make sure all images are stored securely and that access to the images is restricted to the authorised employees; the staff wearing the body cameras do not have access to the images.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

The images received by the counting sensors are not stored on the sensor or in any other way.

Only authorised individuals have access to the camera footage. If there were no incidents, the footage is kept for 28 days and then deleted. If there was an incident, the footage is kept until the incident has been completely dealt with. We may also retain footage of incidents for proactive/preventive purposes if necessary.

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Capacity and use of free P+R car parks

Information about the use of your data for improving our services at free P+R car parks.

What personal data do we use?

We use vehicle counting cameras to be able to inform you of the current availability of parking spaces at free P+R car parks and to make sure these car parks have enough parking spaces. The cameras are able to recognise licence plates and are placed at the entrance and exit to the free P+R car parks. To avoid having to record your licence plate, the licence plate is immediately encrypted with a 'hash code' in the camera. This involves converting the vehicle registration number into an arbitrary series of digits. The series of digits is stored in the system only while your car is in the free P+R car park. As soon as your car leaves the free P+R car park, the series of digits is deleted from the system.

What do we use your personal data for?

More than 1.2 million passengers use the stations in the Netherlands every day. A station is an unusual location, where pedestrian traffic converges with public transport, with changeover possibilities between trains, urban and regional public transport, bikes and cars, and an ever increasing range of services and amenities.

The basis for the processing is: the legitimate interest

We are constantly working to improve our services in and around stations. The station's accessibility for people coming by car is one aspect of this. We provide P+R facilities to improve the accessibility of stations for people coming by car. One focal point is the effortless use of free P+R car parks.

We need information on the availability of parking spaces and the use of free P+R car parks so that we can inform you of the current availability of parking spaces at free P+R car parks and so that we can make sure these car parks have enough parking spaces. Therefore, we use vehicle counting cameras with licence plate recognition to obtain information on the available capacity and use of certain free P+R car parks.

We make sure the data generated by the vehicle counting cameras is processed securely and with due care. This is done in such a way that the data cannot be traced to individual users of the free P+R car parks, whether directly or indirectly. Your privacy is assured to the greatest extent possible.

P+R car parks where vehicle counting cameras are in use are designated by a symbol. The symbol includes a reference to the NS website where the associated privacy statement can be found.



Who do we share data with?

We use a third party for implementing IT services. This third party is our data processor; it processes the data exclusively for us and for no other purpose whatsoever. We have made agreements with this party about processing personal data. Your personal data is not passed on to others outside the European Economic Area.

The information about the available capacity and the number of vacant parking spaces at a given free P+R car park, which does not include any personal data, is passed on to the Netherlands Vehicle Authority open parking data platform. This open parking data platform is used to populate other systems such as the NS Journey Planner. These systems are then able to inform you of the availability of parking spaces at the given free P+R car parks.

How long do we retain your data?

The encrypted licence plate information, namely the series of digits, is stored for as long as your car is in the free P+R car park. As soon as your car leaves the free P+R car park, the series of digits is deleted as such from the system.

Station maintenance

Information about any data processing during maintenance inspections of the station buildings.

What data do we collect?

It is important for the station buildings to be maintained properly so your stay at the station will be as pleasant as possible. To do this safely and accurately, we may use drones and scanners during maintenance inspections. These devices take recordings of the interior and exterior of station buildings.

To prevent your image from being captured during scans and drone flights, we place warning signs and if possible, we cordon off the area we are inspecting. You are not allowed to enter the cordoned-off area while we are carrying out the scans or drone flights.

Despite these precautions, your recognisable image may be captured when we make these recordings, for example because you entered the cordoned-off area.

What do we use your personal data for?

The basis for the processing is: the legitimate interest

Maintenance inspections of the station buildings are essential. Drones and scanners are used to inspect places that people cannot reach. In addition, the deployment of drones and scanners makes the inspections easier and safer for staff.

In principle, we do not collect personal data. After all, personal data is not needed for the maintenance inspections. We do everything we can to prevent capture of your recognisable image and prevent us inadvertently processing images of you.

If you should unfortunately appear in the picture, the drone pilot will stop recording the flight or scan as soon as they notice this and will delete the recordings in which you appear on the spot. If we do not see you in the picture during filming, the video footage that includes your image is deleted afterwards. If a certain recording of the station is absolutely necessary because of its value for the inspection, we make sure you are no longer recognisable, for example by applying a blurring technique. The images we save are therefore purged of your personal data.

Who do we share data with?

We share the video footage, which does not contain images of people, with suppliers such as contractors and installation engineers so that they can carry out station maintenance properly and efficiently. Images of publicly accessible spaces may also be used for communication purposes. However, these images will also not include recognisable people.

How long do we retain the data?

The footage, which does not contain images that can be traced to individual people, is kept for an indefinite period as input for maintenance work.

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Work on the station

Information about the use of your data when you fill in your details in the contact form on the werkenophetstation.nl website or when you request work via the website.

What personal data do we use?

If you fill in the request form for work or the contact form on the website werkenophetstation.nl, we ask you for personal data that we need to deal with your request and/or contact you. The requested data items are your contact details (first name and surname, business e-mail address and business phone number). If you submit a request for work to be carried out on the station, we also ask for your company details, such as the Chamber of Commerce number, VAT number, company name and address.

What do we use your personal data for?

The basis for the processing is: concluding and implementing the agreement, and consent

The basis for processing your business contact details and company details is: concluding and implementing an agreement. It is extremely important that NS, including but not only the station manager in question, knows who will be carrying out work at a given station. That is necessary to prevent unauthorised modifications to stations, for example. In addition, NS needs to be able to contact a supplier if shortcomings are identified afterwards in the work that was carried out. Another use for this data is in the meetings that are held about four times a year with each supplier about the planned and previously executed work. In preparation for these meetings, it is important for NS to know which supplier carried out what work in the preceding months.

The basis for processing the business contact details that you enter in the contact form on the website is your consent. You can use this form to request information or submit questions to NS. We process the data you enter in this form on the basis of your consent.

Who do we share data with?

We use third parties for implementing IT services, including but not limited to the organisation that built the website. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

When you submit your data to us via the website, we retain the data for up to six months. We may use the data during this period to contact you if shortcomings are identified in the work carried out by you. In addition, data on the work carried out is used as input for the meetings held about four times a year with you to discuss the executed and planned work.

Your rights

The General Data Protection Regulation (GDPR) gives you various rights that let you better protect and manage your personal data yourself. You can find more information about this at ns.nl/privacy under 'your rights as a data subject'. You will also find more information there about how NS processes personal data.

Products with station transit rights

Information on the use of your data in the case of transit products.

What personal data do we use?

More and more stations have access gates. NS offers transit products to various groups of users to give them access to the station. That is done without distinguishing between applicants and by only processing the essential personal data. The products in question are the Interwijkpas (inter-neighbourhood pass), the KeyCard, the access pass and the service & access pass.

When you apply for an NS transit product, we process the contact and address details you provide us with.

Whenever you pass through a gate, the transit product number is then processed.

What do we use your data for?

The basis for the processing is: concluding and implementing the agreement

We use your personal data to create the transit product you requested and to send it to the address specified by you. In addition, we use the data for services such as communication about the issue, reissue, loss or theft of the product.

The basis for the processing is: the legitimate interest

The transit product chip does not contain personal information such as your name or home address. When you pass through a gate, the transit product number is processed. We use these transit transactions to compile anonymous reports and perform statistical studies, for example. This information is not kept per person. If there is a suspicion of a transit product not being used in accordance with the terms of use, NS reserves the right to analyse the transactions relating to this transit product. Only in that specific case are the transits linked to the contact details you provided to us.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your contact details for up to 24 months after your application. We retain your transaction data for 18 months.

Orders at Julia's

Information about the use of your data when you place an order with the restaurant Julia's at a station via [Thuisbezorgd.nl](#) or [Foodsy](#).

What personal data do we use?

If you place an order with Julia's via [Thuisbezorgd.nl](#) or [Foodsy](#), [Thuisbezorgd.nl](#) or [Foodsy](#) respectively will ask you for various personal details. Based on the General Data Protection Regulation, [Thuisbezorgd.nl](#) and [Foodsy](#) are the controllers for processing this personal data. They inform you about how your personal data is processed in their own privacy statements. However, [Thuisbezorgd.nl](#) and [Foodsy](#) also pass on a limited number of personal data items to Julia's so that your order can be dealt with. The data Julia's receives for this purpose is your name or account name, and your contact details.

What do we use your personal data for?

The basis for the processing is: the legitimate interest

The basis for processing your name, account name and contact details is the legitimate interest. Julia's needs this data to be able to deal with your order. [Thuisbezorgd.nl](#) and [Foodsy](#) pass on your order, including your name, account name and contact details, to Julia's. Julia's then gets to work on your order. However, it can unfortunately sometimes happen that the products you ordered are not in stock. In that case, we will contact you to ask you if you want to change your order. That lets us prevent long queues building and also avoid disappointment.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

When we receive your data from [Thuisbezorgd.nl](#) or [Foodsy](#), we retain that data for up to 24 hours after the order was placed. We may use the data during this period to contact you about your order and to close the order in our system at the end of the day.

Your rights

The General Data Protection Regulation (GDPR) gives you various rights that let you better protect and manage your personal data yourself. You can find more information about this at [ns.nl/privacy](#) under 'your rights as a data subject'. You will also find more information there about how NS processes personal data.

Door-to-door services

- Booking and using mobility services
- OV-fiets (public transport bicycle)
- Bicycle storage
- Paid P+R parking in partnership with Q-Park

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Booking and using mobility services

Information about the use of your data if you want to plan, book, use and pay for a shared bike, shared car, shared scooter or taxi using the NS app, the Mijn NS environment or the phone. These services may be delivered by NS or by third parties. All services provided by NS and other providers are billed in the NS-Business Card invoice or the NS Flex invoice. The applicable product terms and conditions set out the rights and obligations entailed by the use of the NS-Business Card/NS Flex and associated services.

NS is the controller for planning, booking and paying for these mobility services. The mobility provider is the controller for the actual delivery of the service. The mobility provider and NS are the joint controllers for the personal data needed to draw up the invoice. NS only passes on the personal data that is necessary for your journey to the mobility provider in question.

What personal data do we use?

If you want to use a shared vehicle, you can plan, book, use and pay for it through the NS app, the Mijn NS environment or by phone. Depending on the type of shared vehicle you use, we process the data specified on your OV-chipkaart with an NS Flex or NS-Business Card season ticket, your location details and your transaction data.

We may also process other personal data depending on the method you use to book the mobility service. [More information on the processing of personal data in the NS app](#). NS app and NS International app. [More information about processing personal data in Mijn NS, Mijn NS Zakelijk and Mijn NS International](#): [Mijn NS](#), [Mijn NS Zakelijk](#) and [Mijn NS International](#). If you book by phone, we process your phone number.

What do we use your personal data for?

You can easily book services online via the NS app to turn your train journey into a complete door-to-door journey. Some of these options are also offered in the Mijn NS environment or when you book by phone. To make use of these services, you need to have the NS app and an NS-Business Card or NS Flex season ticket.

The basis for the processing is: implementing the agreement

We use some of the above-mentioned data items as part of the travel agreement that we conclude with you for your journeys and other services. Examples are charging the price of the journey or handling a request made to our Customer Service. If you do not provide us (or other relevant mobility service providers) with the data, it is not possible for you to plan, book, use and pay for these services with an NS-Business Card or NS Flex season ticket.

The basis for the processing is: consent

If you use the NS app to make a booking, NS may process your mobile phone's location data, for example to show your location with respect to a shared vehicle when you are planning to use a service. This is not necessary for the use of the mobility service, which is why we ask for your permission for this. We do not ask for your permission if the use of the current location is necessary for our delivery of the service. The same applies to sending commercial messages.

Who do we share data with?

If you use mobility service providers other than NS, NS will share your card number and journey details at any rate with these providers.

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

With the exception of journey transactions, customer data is deleted 48 months after the last customer contact between you and NS. We delete your NS account when you ask NS to do so, as explained on this page. This is because the NS account may also be used for other services.

We retain your journey data for up to 18 months after you use the service and for 18 months after termination of the NS-Business Card or NS Flex agreement. Your personal data is not kept by NS or the other mobility providers any longer than is necessary to achieve the specified objectives, and will be deleted if you deactivate your user account.

OV-fiets (public transport bicycle)

Information about the use of your data if you use a public transport bicycle (OV-fiets), including electric bikes.

What personal data do we use?

If you use an OV-fiets (including electric bikes) we process the data specified on your OV-chipkaart and transaction data. You gave us this data when you purchased [an OV-fiets season ticket](#). In the case of the electric OV-fiets, location data is collected.

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible.

Electric public transport bike pilot project

Since August 2022, NS has been piloting the use of electric bicycles. During this period, e-bike usage, journey distances and speeds are determined using GPS location data. The survey data from this pilot project is processed in a form not traceable to individuals (anonymous data).

What do we use your personal data for?

The basis for the processing is: implementing the agreement

You need a special season ticket to use the OV-fiets (including e-bikes). You can conclude that agreement online. We use your contact details and card number for this season ticket. You can link the season ticket to any OV-chipkaart in your name.

The basis for the processing is: the legitimate interest

Our ability to improve our services is in your interests and ours. If you rent a regular or electric OV-fiets, NS processes your transaction data in aggregate form for marketing purposes. Examples include calculating the most commonly used locations for renting, rentals in the morning or afternoon rush hour, or the net revenue per month. If you do not appreciate NS processing your transaction data for this purpose, you can opt out by clicking [here](#). In the case of the theft or loss of an e-bike, NS can use GPS location data to retrieve the bicycle.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your personal data for up to 18 months after you used a regular or electric OV-fiets.

Bicycle storage

Information about the use of your data if you wish to park a bicycle in a station bicycle storage facility.

What personal data do we use?

If you wish to make use of a station bicycle storage facility, whether through an annual season ticket or the ‘Stallen op Rekening’ (bicycle storage on account) scheme or just for the day, we use the data specified on your OV-chipkaart and transaction data. In the case of an annual season ticket and ‘Stallen op Rekening’, you provided us with this data when [purchasing the product](#). If you park your bike just for the day, you provide this data when you check in and out and pay the charges for storing your bike.

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible.

What do we use your personal data for?

The basis for the processing is: implementing the agreement

You need a special season ticket to use a bicycle storage facility through an annual season ticket or ‘Stallen op Rekening’. You can conclude that agreement online. We use your contact details and card number for this season ticket. You can link the season ticket to any OV-chipkaart in your name.

If you park your bike just for the day, you enter into an agreement with us. We use the data specified on your OV-chipkaart and your transaction data to implement this agreement.

The basis for the processing is: the legitimate interest



Our ability to improve our services is in your interests and ours. If you park your bicycle in a bicycle storage facility, NS processes your transaction data in aggregate form for marketing purposes. Examples include calculating the most commonly used locations for storage, usage in the morning or afternoon rush hour, or the net revenue per month. If you do not appreciate NS processing your transaction data for this purpose, you can opt out by clicking [here](#).

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your personal data for up to 18 months after you used the bicycle storage facility.

Paid P+R parking in partnership with Q-Park

Information about the use of your data when you use the paid P+R parking offered in partnership with Q-Park.

What personal data do we use?

To simplify parking and speed up the process, we use a parking system with licence plate recognition. This means you enter and exit the car park on the basis of your licence plate. To avoid having to record your licence plate unnecessarily, the licence plate is encrypted with a 'hash code'. This involves converting the vehicle registration number into an arbitrary series of digits. The above applies to all customers who use the paid P+R car parks.

For customers who pay in advance or arrears through a season ticket arrangement (for example, an NS-Business Card or a Q-Park season ticket), their name, address, bank account number, e-mail address and, if specified, phone number are processed as well as the number of the card. In that case, the entity issuing the card is responsible for your personal data.

When customers without a season ticket pay for the P+R car park at the terminal, the bank card or credit card transaction data cannot be seen by NS.

Finally, cameras are installed at the P+R car parks, which means camera images are processed.

What do we use your personal data for?

If you park in a P+R car park, we need data from you to settle or charge you for the parking transaction.

The basis for the processing is: implementing the agreement

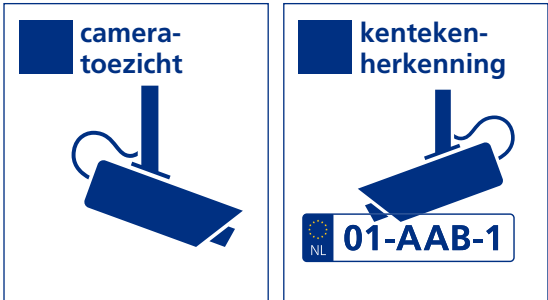
The licence plate and financial data and contact details where applicable are needed to implement the agreement. Without this data, we cannot collect payments for using the car park, or contact you about an invoice or parking transaction if you have a season ticket.

The basis for the processing is: the legitimate interest

If you make use of the P+R car parks through the NS-Business Card, NS processes your transaction data in aggregate form for billing and marketing purposes. Examples are journey data, check-in and check-out times and location. If you do not appreciate NS processing your transaction data for this purpose, you can opt out at Mijn NS Zakelijk.

Cameras such as surveillance cameras are installed in the P+R car parks. These surveillance cameras guarantee safety and safeguard remote operational processes, where applicable.

We put up symbols or signs to notify you of the fact that we use cameras. You may see the following symbols::



Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

The central control room operations and camera surveillance are carried out by Q-Park. SKIDATA is responsible for maintaining the parking management system. Your data is therefore shared with Q-Park. If you have a subscription with Q-Park, Q-Park is responsible for your data. We therefore advise you to consult www.q-park.nl/nl-nl/privacy-statement/ on the Q-Park website if you would like more information about this processing.

How long do we retain your data?

We retain financial data and contact details for up to 18 months after the termination of the agreement.

We retain camera footage for up to four weeks so that we can assess the images in the event of an incident.

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NS and NS International apps
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NS and NS International apps

Information about the use of your data when you use any of the NS apps: the NS app, NS International app, NS Perronwijzer app and NS Lab app.

What personal data do we use?

When you use our apps, we use at any rate data on your device's screen resolution, the operating system, your IP address, station search history and keys that let us identify the device. You can also choose whether you enable the use of location data, introduced discounts, various notifications and push messages and the phone camera.

You can link our apps to your Mijn NS, Mijn NS Zakelijk and/or Mijn NS International accounts. If you do so, we use your contact details, journey history, card details, e-tickets and associated transaction data and travel balance in the app.

You can link the NS app and NS Lab app to your OV-chipkaart. In that case, your last check-in or check-out is used to guide you on your journey.

You can also send us feedback via the NS app ("Well, how was your journey?") When you send feedback, you can choose whether to share your check-in, check-out and location data with us.

If you want to report a problem or bug in the NS International app, you can send your e-mail address and additional technical data too where applicable. The technical data relates to your Mijn NS International account, your user activity in the app (for the last 30 minutes), information about the bookings stored in the NS International app (without your name or e-mail address) and your operating system and keys we can use to identify the device.

If you have an NS Zakelijk NS-Business Card, we will use your business contact details where possible.

What do we use your personal data for?

The basis for the processing is: consent

If you give your consent for the use of your personal data in the NS app, NS Lab app or NS International app, we use this data in the app for which you gave your consent. In these apps, we can give you journey recommendations, we send push messages about delays or changes to your planned journey, you can contact NS Customer Service or the Expertise Centre, we send you an electronic ticket when you travel with NS International, and we provide station information.

In addition, you can use the NS app to give NS feedback and to check your travel balance, and see your journey history and your transaction summary. In the NS app, you can give permission to share your location when you provide feedback. You can also give permission to share your check-in and check-out data whenever the app is active on your phone. In the latter case, we send push messages inviting you to give feedback at an appropriate moment during or after your journey. You can also give permission in the NS app to link your feedback to data on passing through gates with your e-ticket. We can then determine the train journey your feedback applies to, which will let us address any issues in a targeted fashion. Finally, you can give the NS app permission to use your GPS location and/or Wi-Fi signal to determine whether you are on a train. To do that, the GPS location and speed at which your device is moving are compared with the GPS location and speed of the train. If the Wi-Fi signal is used, the NS app passes on data indicating which Wi-Fi router is closest to your phone. NS cannot use this information to determine who you, only that someone with the NS app is on that train. That is because location and device data is not stored and it is also not possible for NS to identify the user of the NS app. We use this

information to welcome you on the train, provide you with up-to-date journey information and determine how busy the train is at that time. The Wi-Fi feature only works on Android phones.

You can also give the app access to the camera and photo gallery on your mobile phone or device. You are only asked whether you want to use the camera in the 'automatically scan your OV-chipkaart' feature, if you want to upload an avatar in Mijn NS and/or if you want to add a photo of your favourite location. Photos are only stored in the app and are only used for that purpose, with the exception of the photos that are uploaded in the Mijn NS environment. When automatically scanning an OV-chipkaart, we only detect the text on the card; no photos are stored in the app or uploaded to the server.

We use the NS Lab app to test new features that we plan to incorporate in our other apps. You can remove the link between the app and your Mijn NS, Mijn NS Zakelijk or Mijn NS International account or delete your OV-chipkaart details from the NS Lab app at any time. When you do so, you are withdrawing your consent for the use of your data for the app in question.

If you give the NS Perronwijzer app permission to use your location data, the app only uses your location to determine the closest station, which helps us give you appropriate travel advice. You can withdraw your consent at any time in the NS Perronwijzer app. If you do so, this means you will need to select the station yourself when using the NS Perronwijzer app.

If you report a problem or bug in the NS International app and give permission for the use of your e-mail and, where relevant, technical data (that is indirectly traceable to you), NS will only use the data to resolve your problem. You can withdraw your consent at any time in the NS International app. From the moment you withdraw your consent, NS will no longer use your data to deal with any problem or bug reported by you.

The basis for the processing is: the legitimate interest

The NS apps make use of various software development kits (SDKs) such as Google Analytics, Instabug, Firebase and Firebase Crashlytics. The SDK is part of the app source code. The SDK is deployed to analyse use of the app. For example, we analyse the time spent in the app, the frequency with which it is used, the sequence of the pages visited, the operating system versions, language settings and time zones. We use this information to optimise the app and resolve technical errors. The purpose of this information is to help us optimise the apps and analyse any problems. We can use the information we collect to make our apps more user friendly. To collect this information, we use Google Analytics SDK, Google Analytics Firebase SDK and Firebase Crashlytics. IP addresses are made anonymous so that the data collected cannot be traced back to individual users.

When you plan a journey in the NS Journey Planner, we use the location data of the departure and destination places entered by you. You can give permission in the app or internet browser for your location to be shared. In that case, your point of departure and/or destination can be determined using your location. We retain location data relating to a journey recommendation for three weeks so that we can continue to improve the quality of our travel advice. The location data is kept separate to other identifying data.

The NS International app makes use of information about your bookings to be able to advise you in the event of disruption or delays. This could be a recommended alternative route or the offer of the option to cancel

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or reschedule your journey. If there is a disruption, the app only sends a push message if you have given permission for this in the mobile operating system. The messages can be disabled in the app at any time.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

If you no longer wish to use an NS app, you can remove the link between the app and your account, close your account or delete the app and all the data stored in the app. We will then no longer use your data on the use of the app. We retain your IP address for a further 30 days to ensure the security of our apps. We use this information for example to prevent attacks and to block requests in large numbers from a given IP address. We use what is termed ‘server-side logging’ to make sure the apps function properly and to help us trace any errors. That means we log activity on the servers and keep the logs for 30 days. The logs can include personal data, for example when an e-ticket is purchased. The app’s configuration settings, such as the type of operating system and the language, are stored on your device to enable

a consistent user experience. The configuration settings are stored locally on your device until the app is deleted. Push messages sent by the NS app or NS Lab app are retained for 30 days and then deleted automatically. The push messages are kept for 30 days to make sure the apps function properly and to help us trace any errors.

In the NS app feedback feature, your data and preferences are deleted automatically 18 months after the last feedback was given. We keep your feedback for six months to help us predict the extent to which we are meeting the targets for the performance indicators that we report on to the Ministry of Infrastructure and Water Management. After the six months have passed, the feedback data is kept another year as a backup. Afterwards, the feedback is rendered untraceable to an individual insofar as this is possible. However, you may have entered information in the free text field that is traceable to you and that cannot be filtered out. We take an unambiguous approach by treating all feedback at that point as personal data that could still be indirectly traceable to an individual. We retain the data in this form for five years and use it for statistical purposes only, such as analysing historical trends.

We retain your e-mail address and technical data for resolving a problem or bug in the NS International app for a maximum of 30 days. Of course the data is deleted before then if your report has been dealt with or if you withdraw your consent.

NS does not store your location data or the fact that you are on a particular train in a form that is traceable to you as a person.

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Mijn NS, Mijn NS Zakelijk and Mijn NS International

Information about the use of your data for access to Mijn NS, Mijn NS Zakelijk and Mijn NS International

What personal data do we use?

In Mijn NS, Mijn NS Zakelijk and Mijn NS International, we use your contact details, card number, journey history, type of season ticket, transactions and IP address.

If you have an NS Zakelijk NS-Business Card, we will use your business contact details where possible.

After you have given your permission, we use an encrypted version of your e-mail address (using a hash) for Meta Custom Audiences and Google Customer Match. These platforms are used for targeting advertising.

What do we use your data for?

Mijn NS, Mijn NS Zakelijk and Mijn NS International make it easy for you to change your personal details, view your travel data, change your address, subscribe to the NS newsletter or change your season ticket. You need to register for this service the first time.

The basis for the processing is: consent

Registration is entirely voluntary. Because we know your personal data such as your name, address and e-mail address and you may already have a contract with NS, NS creates a Mijn NS account — if you do not yet have one — with your e-mail address. You then receive an invitation per e-mail to activate the account in question. NS does this to make it easier for you to manage your own details. If you do not click the link in the invitation, the Mijn NS account is not activated.

NB: your username and password are always strictly personal. You should not disclose them to anyone else (in whatever form) as this can harm your privacy. If you no longer wish to use Mijn NS, Mijn NS Zakelijk or Mijn NS International, you can close your account. We will then no longer use your data for Mijn NS, Mijn NS Zakelijk or Mijn NS International. If you close your account, that does not mean you terminate or cancel a travel product.

NS can use modified groups in targeted advertising through Meta and Google to define target groups among people who use Meta technology (Facebook and Instagram) or Google technology. To do this, we use sources such as e-mail addresses, customer lists, website traffic and app traffic. These methods let us reach people who have previously interacted with NS on their mobile or desktop devices. Our banners and other advertisements are shown to people in this segment when they use Facebook, Instagram, Google or the websites of partners (such as NU.nl and Buienradar.nl).

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

If you no longer wish to use Mijn NS, Mijn NS Zakelijk or Mijn NS International, you can close your account. We will then no longer use your data for Mijn NS, Mijn NS Zakelijk or Mijn NS International. We may use data that was available to you via the account for other purposes, for example to enable you to travel with NS.

After a hashed version of your e-mail address is matched with Meta or Google, they delete the hashed e-mail address immediately. NS retains your hashed e-mail address for this purpose for a maximum of two years. If you wish to withdraw your consent for the use of modified groups for targeted advertising, you can do this by changing your cookies in <https://www.ns.nl/privacy/cookiebeleid.html>. Click the link under the heading 'How can I adjust my cookie settings?' and specify which cookies you want to accept and which you want to reject.

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Wi-Fi in the train

Information about the use of your data when you use Wi-Fi in the train.

What personal data do we use?

To let you use the Wi-Fi in the train, we use your Media Access Control (MAC) address. We need the MAC address to give you access to the internet. Then we assign your laptop or mobile device a dynamic IP address.

What do we use your personal data for?

If you want to use Wi-Fi in the train, we conclude a user agreement with you.

The basis for that processing is: concluding and implementing the agreement

We process the above data solely so that we can implement the user agreement and give you access to the Wi-Fi network. If you do not provide this data, no connection can be effected between your device and the Wi-Fi network.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

We may pass your data on to investigative bodies such as the police for the purpose of investigating and preventing criminal acts.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain the MAC address for a maximum of 24 hours. After that point, the data is made anonymous.

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NS websites and apps, cookie policy

You can find more information about the use of cookies on www.ns.nl/en/privacy/cookie-policy.html

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Information about the use of your data when you contact us.

What personal data do we use?

Sometimes we need to use your data in order to answer your queries or help you further. This is data you provide us with, for example your contact details or card number. In some circumstances, such as when we offer help remotely, we may need to know the location of the ticket machine. We might need to use your bank details when handling complaints or a request for a refund, [for example](#). If you apply for a duplicate or new OV-chipkaart in your name, we may need a passport photo, which we then place on [the OV-chipkaart](#).

We use a chatbot in our communication with you. Straightforward queries, such as questions about the timetable, a travel product or an e-ticket, are suitable for answering by chatbot. Complex, person-specific queries are passed on to an NS member of staff, although the chatbot can still be of use here too, for example by asking for the necessary name and address details in preparation. We may use the pseudonymised personal data from the chatbot for analysis purposes and to improve the quality of the chatbot. We also process your IP address for security purposes.

Furthermore, we use outbound calling (phone calls only) in which we engage an intermediary. They may call you for telemarketing purposes, unless you have exercised your right to object. We adhere here to the 2021 Telemarketing Code ([Code voor Telemarketing 2021 \(CTM\) - Dutch Advertising Code Authority](#)).

What do we use your personal data for?

We use your data in customer contacts and customer service, including when handling queries, complaints, reports and disputes and when dealing with lost and found objects.

If you ask a question or make a complaint at the public transport service desk at a station or if you contact NS Customer Service by phone, e-mail, social media, chat or post, we may ask for your contact details so that we can deal with your question or complaint and contact you later with additional information if applicable. We will only use this personal data for this specific purpose and your personal data will only be accessible to the staff within NS who are dealing with your query or complaint.

We may record the phone or online conversations you have with NS Customer Service and keep your written correspondence with us for the purpose of improving our service provision. We do not use the conversations for other purposes, and we make sure the recorded conversations are only accessible to NS staff who are using the conversation as part of their

training. If a bomb is reported, the conversation may be passed on for further investigation. In efforts to improve our services, we may approach you for customer satisfaction surveys, for example after you spoke to us on the phone. We may make use of market research firms for this; they act under our responsibility. Customer satisfaction surveys are carried out to improve the quality of our services. We may also approach you to find out whether you are satisfied with our products.

The basis for the processing is: the legitimate interest

Processing this data is in the commercial interests of NS. It helps us provide the best possible service to you and to make improvements or resolve issues where necessary. We take all necessary measures, such as security measures, to prevent or limit any infringements of your privacy.

The basis for the processing is: consent

Other transport carriers can also see your travel data in order to offer you services if you give your consent to this.

Who do we share data with?

Other transport carriers can also see your travel data in order to offer you services if you give your consent to this. If you have consented to this, we share your data with the relevant carriers. We have made agreements with the carriers regarding the data processing and security.

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Part of our NS Customer Service operations have been outsourced to an organisation that is based in both the Netherlands and Suriname. We have taken appropriate measures with this party by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We do not retain queries, complaints and contact details any longer than 18 months after we dealt with your request or complaint, unless the nature of the question or complaint requires us to retain the data for longer.

We retain recorded phone conversations for a maximum of 59 days. We retain recorded chats for a maximum of 18 months.

Customer relationship management

Information about the use of your data to maintain our relationship with you.

What personal data do we use?

To maintain our relationship with you and for example make you personalised offers, we use such data as your contact details, transaction data, journey patterns, any history of contacts with NS, customer profile (e.g. analysis of whether you are about to end your season ticket), opening/clicking behaviour in e-mails and websites (subject to the conditions stated in the [cookie policy](#) and derived preferences (such as leisure activities if specified by you). The personal data provided by you to NS are linked to you as a customer of NS, not to any product or service you have purchased from NS.

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible.

What do we use your data for?

We use your data to bring about and maintain the customer relationship with you, for example by informing effectively you about our products and by optimising the products and services you purchase from NS. NS has a legitimate interest in this. We also maintain our relationship with you through marketing campaigns, the NS Spoordeelwinkel (site with special offers) and cookies and by sending you newsletters by post and e-mail. The basis for this processing is your consent. The processing that takes place under the aforementioned bases is explained below.

The basis for the processing is: consent

Use of journey data for personalised communication

NS only uses your journey data to personalise our messages if you have given your consent for this. In 'Data and preferences' in the online Mijn NS environment, you can determine yourself what messages you receive from NS digitally and what data can be used for this to tailor the messages to your wishes and your journey. You can view and change your communication preferences at any time.

If you give your consent to this, NS can use your journey data to make personalised offers. In that case, we compile profiles based on your personal and journey data.

Tips and offers

If you want to receive tips and offers from NS, you can give NS permission for this. This permission can also be arranged in 'Data and preferences' in the online Mijn NS environment.

Service messages from other carriers

If you consent to this, we pass on your data to other transport carriers so they can send you service messages.

Cookies

For our use of cookies and similar techniques, see the [NS cookie statement](#).

The processing that takes place on the basis of legitimate interest is set out below.

The basis for the processing is: the legitimate interest

Functional e-mail policy

We send you messages without your permission that do not qualify as advertising, for example messages about the purchase, management, changes or termination of your NS products or messages about your bookings with NS International, for example concerning changes or emergencies.

We observe the [codes of conduct for personalised advertising](#) of the Data-Driven Marketing Association (DDMA).

Service messages

Based on the customer relationship, NS sends you important journey information, for example about disruptions, engineering work and crowding on your route. To keep you optimally informed, NS uses your profile data. You can unsubscribe to this at any time by using the relevant link in the e-mail or by logging into your Mijn NS account.

E-mail marketing and marketing by post

We wish to maintain the relationship we have with you. If we do so for the purpose of marketing aimed at increasing the number of passengers and optimising their spread, we have a commercial interest in using certain forms of derived travel data. We call this travel data the 'monthly counts'. Monthly counts are travel data on the journey frequency, time since the last journey, travel during peak/off-peak hours, preferred routes, preferred stations, the public transport bicycle (OV-fiets), bicycle storage on account and journey revenues. We use this data in analyses that let us spot trends and tailor our products accordingly. By linking this data to individual journey data, we can improve our operational results and increase customer satisfaction. We use aggregated or pseudonymised data for the analyses where possible. The data we use only tells us about your journey patterns. We cannot 'track' you using this data. If you do not want NS to analyse the data derived from the use of your OV-chipkaart (in pseudonymised form), you can specify that in [the application form](#).

We keep strictly to the rules laid down by law for the use of e-mail advertising. We will not send you advertisements or offers without your consent if you have never submitted your e-mail address for our online services. If you have done that at any time in the past, we do not have to ask for your consent but we do need to offer you a straightforward way to unsubscribe. NS does that in all cases. If you are not an NS customer but do wish to receive messages from us, you can register for this via the NS websites.

If you do not appreciate receiving information and offers, you can opt out as follows:

- For e-mail: by logging in to your Mijn NS or Mijn NS Zakelijk account or using the unsubscribe option at the bottom of the message.
- For post and phone calls from NS: via 'Data and preferences' in Mijn NS or NS Customer Service.
- For post and phone calls from NS International: by post to NS International B.V., PO Box 2552, 3500 GN Utrecht, Netherlands.

We do everything we can to process your request to unsubscribe as quickly as possible. However, it may take some time to process your request and in the meantime you may receive commercial messages from NS.

Customer and market research

Based on our customer relationship, we will occasionally invite you by e-mail to share your opinions and experiences with NS so that we can improve our products and services. To keep you optimally informed, NS uses your profile data. You can unsubscribe to this at any time by using the relevant link in the e-mail or by logging into your Mijn NS account.

Who do we share data with?

Partners that we collaborate with regularly ask us whether they can make you—as an NS customer—an attractive offer. Examples are discounts for trips, theatre tickets or books. We do not pass on your data to these organisations, nor do we sell your data. But we do not want to deprive you, our customer, of the opportunity of an attractive offer, so we pass on the offer ourselves.

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We also pass your data on to national and international carriers for the purpose of sending service messages. We have made agreements with these parties about processing personal data, for example regarding the security and storage of data.

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain the data we use for analyses for a maximum of 48 months after the last customer contact. We also retain the data we use for personalised offers for 48 months. If you unsubscribe for commercial messages or object to the use of your data, we will delete all the data we use to maintain our relationship with you as soon as possible.

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Claims and refunds

Information about the use of your data for dealing with claims and refund requests.

What personal data do we use?

You may find your train was delayed or you forgot to check out. We will refund any excess costs you incurred if you are entitled to a refund. To do this, we need to use data you provided to us when you [purchased the product from us](#) or that we received from you when you submitted the claim. Such data could for example be your contact details, OV-chipkaart number, bank details and journey information.

If you have or make bookings for an NS Zakelijk NS-Business Card, we use your business contact details where possible. If you forget to check out, the repayments will be made to your employer. Refunds in the event of a delay will be paid into your personal bank account.

What do we use your data for?

We work continually on improving our services. Even so, you may find your train has been delayed or has unfortunately had to be cancelled. Or you may forget to check out. In that case you might be entitled to compensation for the delay or to some other form of refund.

A malfunction might also have unfortunately occurred in the processing of your payment, preventing you from travelling further.

The basis for the processing is: implementing the agreement

If you experienced a delay or forgot to check out, you can submit a request for [a refund for a delay in the NS International service](#) or [a refund after forgetting to check out](#). In that case, we use your contact details and journey information to determine whether you are entitled for a refund. We also use your bank details to pay out the compensation. You can also contact NS Customer Service about this. If you have an NS Zakelijk NS-Business Card and forget to check out, the refund is incorporated in the employer's invoice.

In the event of a payment malfunction, we aim to compensate you automatically if you end up paying too much due to the malfunction. You do not need to contact NS Customer Service yourself; we will make the excess amount we deducted available for you to upload onto your card, or we will rectify the error in your next invoice. If you travel using a prepaid card, you can retrieve the excess amount at an NS ticket machine or a pickup point. Go to www.ns.nl to see whether an automatic refund applies. To enable this, NS will process your detailed journey information, doing so exclusively for this specific purpose. If you do not want your detailed journey information to be processed for this purpose, you can inform NS Customer Service of this.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your personal data for up to 18 months after the termination of the agreement.

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Your rights

Information about your rights

The General Data Protection Regulation (GDPR) lays down rules on processing personal data. NS handles the details of passengers and of current and former staff securely and carefully. Of course the personal data we use continues to belong to you. That is why you have the right to inspect the data we have on you, to change or delete it, to restrict it or to transfer it to someone else. In some cases that is possible via Mijn NS, or by using [this application form](#). Another option is to send an e-mail to fg@ns.nl explaining which of the rights listed below you wish to exercise. You also need to include your details as known to NS so that NS can use that information to confirm your identity. That makes sure NS does not disclose your personal data to the wrong person. Your request will only be handled once we have confirmed your identity.

You have the right to submit the following requests to us:

• **Right of inspection**

If you wish to know what data on you we process, you can always ask us for an overview. We then also tell you what we use the data for, how long we retain the data and what you can do if your data is incorrect. You can inspect part of your personal data through Mijn NS. If you do not yet have a [Mijn NS account](#) (or [Mijn NS Zakelijk account](#)), you can create one straight away.

If you want to see more data than what is available in the Mijn NS account, you can submit a request for inspection of your personal data using [the application form](#). Of course we need to be sure we are sending the personal data to the correct person, so you also need to include your details as known to NS.

Correcting or adding to your data (rectification)

If the personal data we have for you is no longer correct or is incomplete, you can easily correct some data items yourself in Mijn NS. If you do not yet have a [Mijn NS account](#) (or [Mijn NS Zakelijk account](#)), you can create one straight away. If you wish to correct data items that are not shown in Mijn NS, you can submit a request for rectification using [the application form](#).

Deleting your personal data (right to be forgotten)

Under certain circumstances, you can ask us to delete your personal data in our systems. You do so by filling in [the application form](#). This does mean we can no longer deliver our products and services to you.

Lodging an objection to us processing your data

There are various situations in which you can lodge an objection to the further processing of your data. That could for example be on the grounds of your personal circumstances. You can indicate this in [the application form](#). We assess the request and let you know whether we can grant it and if so, how.

Temporarily stopping the processing of your personal data (restricting processing)

If you want to temporarily stop the processing of your data, you can do so by filling in [the application form](#).

Transferring your data (data portability)

If you wish, you can get a copy from us of the data we hold on you. You can then transfer this data or arrange for us to transfer it to a third party. You can request this and state which option you want in [the application form](#).

These rights are not absolute. We will assess your request in accordance with the General Data Protection Regulation. We will inform you of the actions we have taken in response to your request as soon as possible, and at any rate within one month of receiving your request. However, we may extend this deadline by two months due to the complexity of your request or because we have received a large number of requests. If so, we will inform you of this.

Opting out of the analysis of journey data for marketing purposes (opt-out)

If you do not appreciate receiving information and offers from NS based on the use of your OV-chipkaart or your customer profile, you can opt out below. NS needs the personal data you are asked to enter in order to identify you and process your opt-out correctly.

We wish to maintain the relationship we have with you. If we do so for the purpose of marketing aimed at increasing the number of passengers and optimising their spread, we have a commercial interest in using certain forms of derived travel data. We call this travel data the 'monthly counts'. Monthly counts are travel data on the journey frequency, time since the last journey, travel during peak/off-peak hours, preferred routes, preferred stations, the public transport bicycle (OV-fiets), bicycle storage on account and journey revenues. We use this data in analyses that let us spot trends and tailor our products accordingly. By linking this data to individual journey data, we can improve our operational results and increase customer satisfaction. We use aggregated or pseudonymised data for the analyses where possible. The data we use only tells us about your journey patterns. We cannot 'track' you using this data. If you do not appreciate receiving information and offers from NS based on the use of your OV-chipkaart or your customer profile, you can indicate this in [the application form](#).

Submitting a complaint

You have the right at any time to submit a complaint to the Dutch Data Protection Authority. If a Data-Driven Marketing Association (DDMA) code of conduct applies, you can submit a complaint to the DDMA Privacy Authority.

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Legal obligations

Information about the use of your data to comply with NS's legal obligations.

What personal data do we use?

NS must comply with various legal obligations. To do so, we may need to process personal data such as your contact details or transaction data.

What do we use your personal data for?

The basis for the processing is: compliance with a legal obligation

We must comply with the legal obligations imposed upon us. Examples are tax laws and rail legislation.

Investigative bodies such as the police or the Dutch Fiscal Intelligence and Investigation Service may also demand data. We are legally obliged to cooperate with such requests. In such cases, we always meticulously study the authorisation of the investigative body in question and make sure that procedural privacy safeguards are properly observed.

Finally, we are legally obliged to have a whistle-blower policy. This policy may also require us to process personal data. You can find more information on filing a report [\[HERE\]](#).

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

We may pass your data on to investigative bodies such as the police for the purpose of investigating and preventing criminal acts.

We do not provide personal data for this purpose to individuals or legal entities outside the European Economic Area.

How long do we retain your data?

We retain this data for as long as is needed in order to satisfy the legal obligation. The legal obligation may mean we have to retain the data for a statutory retention period. If so, we will keep the data for that retention period.

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Combatting fraud and misuse

Information about the use of your data to prevent and detect fraud.

What personal data do we use?

Unfortunately, fraud and misuse occur sometimes, for example in claim and refund requests or when payments are made by credit card. To detect and prevent fraud and misuse (or suspected fraud or misuse), we use your contact details, payment data, card details and journey data. In the case of a credit card payment, all the data needed for the transaction may be processed. That includes the IP address, for instance.

If you have an NS Zakelijk NS-Business Card or make bookings for such a card, we will use your business contact details where possible. Sometimes we get these details from the employer.

What do we use your personal data for?

If we suspect fraud when travelling with NS using your OV-chipkaart, we may decide to send you a letter. In the letter we might ask you to pay an outstanding amount, for example. In addition, we can use information on fraud and misuse to determine how to deploy staff and how best to target checks. For the data we use for collecting payments, please refer to [Collecting Payments](#).

The basis for the processing is: the legitimate interest

It is in NS's commercial interests to minimise fraud. We take all necessary precautionary measures to prevent any infringement of your privacy. For instance, we only use the data we need and if alternative options are available that have less of an impact, we use them.

Who do we share data with?

If the fraud may constitute a criminal offence, we can pass your data on to investigative bodies such as the police for the purpose of investigating and preventing criminal acts.

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

If you fail to meet your payment obligations, we will share your contact details with the debt collection agency BOS Incasso for the collection of the outstanding debt. In the case of fraud or suspected fraud or misuse of the NS-Business Card, we share your data with the partner in question. In the case of payments by iDeal or credit card, we also share your payment details with third parties for the purpose of handling the transaction and combatting fraud.

How long do we retain your data?

If fraud is suspected, we retain your data for a maximum of three years from the last suspect event. If fraud is established, the data used in the investigation of the fraud is kept for up to five years after the last incident.

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Market research and scientific research

A. Information about the use of your data to carry out market research

We regularly conduct surveys, including online, among our passengers and people who use our stations. We do this so that we can continually improve our services. The surveys focus on your experiences with train journeys, stations and other NS products and services. Taking part in the surveys is entirely voluntary. Every time you are invited to take part, you decide whether to do so or not. If you no longer wish to receive invitations for online surveys, you can click the unsubscribe option at the bottom of the invitation.

We use five methods for this research:

- 1. NS app feedback:** The NS app contains an option for giving feedback on your journey (So how was your journey?). If you use this feedback feature, you can give permission for sharing:
 - your check-in and check-out data, which lets NS send you an invitation in the form of a push message to give feedback on your journey;
 - your location data, which lets NS determine the station or train that the feedback relates to.
- 2. NS Panel surveys:** NS Panel members receive regular messages per e-mail about various ongoing and one-off surveys. NS engages a research firm for this. The surveys concern topics related to NS, such as travelling by train, NS journey information resources and new products or services. You can find more information on the [NS Panel website](#).
- 3. Passenger surveys:** During your train journey, we may ask you to take part in a passenger survey. Depending on the type of passenger survey, we will ask you:
 - whether we can scan your travel product, for example your OV-chipkaart;
 - whether you would like fill in a questionnaire on the spot about your impression of the journey.
- 4. Contact experience surveys:** NS may send you an invitation by e-mail for a customer satisfaction survey about your contact with our Customer Service. NS engages a research firm for this.
- 5. Other customer surveys:** NS may invite you by e-mail or a push message to share your experience with one of our products or services (for example a season ticket or a journey on an NS train).

The basis for the processing in (1), (2) and (3) is: consent.

The basis for the processing in (4) and (5) is: the legitimate interest.

B. Information about the use of your data to improve products and services

NS aggregates and analyses the journey data of all customers and passengers so that we can improve our range of services, improve our products and satisfy our obligations under our concession. The aggregated journey data cannot be traced back to individuals. This should not be confused with the processing of personal data for customer satisfaction surveys and related market research as described under point A.

The basis for the processing is: the legitimate interest

C. Information about the use of your data for scientific research and statistical purposes

Finally, we may carry out or commission scientific research or research for statistical purposes. This research may involve or indeed require the processing of personal data.

Examples are aggregated data such as the numbers of people getting on and off trains at a station, or combined answers from customer satisfaction surveys, feedback on your journey (So how was your journey?) or the NS Panel. In the analysis of unstructured data (such as open text fields), we may make use of advanced techniques (e.g. text mining) to turn the data into meaningful information. In such cases we will take appropriate measures such as pseudonymisation, taking into account the context in which the data was collected and only publishing data if consequences for the data subjects from further processing can be ruled out.

In the case of scientific research or statistical purposes, we share data with scientific organisations, such as universities, or organisations that are public in nature, such as municipalities, the Ministry of Infrastructure and Water Management, or ProRail. These organisations are not able to trace the data back to individual people. The organisations use the data to help them perform their tasks and discharge their responsibilities in the station environment and to align facilities with the needs of passengers.

We also publish data that is no longer traceable to individuals so that it can be used for scientific or statistical purposes.

The basis for this processing is: compatible use: scientific research and statistical purposes

What personal data do we use?

Depending on the subject of the study, we may use your contact details (name, city of residence, e-mail address), type of season ticket or NS purchases, your journey preferences, derived journey data such as your leisure activities, and—for certain NS Panel surveys and only with your consent—special category data.

Who do we share data with?

We use third parties for implementing IT services. We also market research firms and other agencies to carry out research for us and collect and/or analyse the data. These groups of third parties are our data processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain your registration for the NS Panel and your contact details indefinitely in principle, until you tell us you no longer wish to take part in market research.

In the NS app feedback feature, your data and preferences are deleted automatically six months after the last feedback was given. After this date, your feedback is made anonymous, unless you choose to have your data deleted before then.

When we scan your travel product, we keep the data for up to 18 months. The data collected in this way may be published in a form that cannot be traced back to you.

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Reporting

Information about the use of your data for statistical research and reporting

What personal data do we use?

We use aggregate data, such as journey data, wherever possible for compiling reports and performing statistical research. We do not use names, e-mail addresses or other information that directly identifies individuals, nor do we use special category data such as medical data.

What do we use your personal data for?

The basis for the processing is: the legitimate interest

We carry out statistical research into the use of products and services so that feedback can be given to the NS management on those products and services and developments in that regard. An example could be calculations of the required deployment of rolling stock. We also use this research for management of the concession. We report to the Ministry of Infrastructure and the Environment on a monthly basis regarding performance indicators such as punctuality for passengers. You can find more information about the data we need to study to measure the performance indicators for the concession and the Transport Plan [here](#). When carrying out this research, we may combine and analyse different kinds of data, as described above.

Compatible use: scientific research and statistical purposes

Finally, we may carry out or commission scientific research or research for statistical purposes. This research may involve or indeed require the processing of personal data. In such cases we will take appropriate measures such as pseudonymisation, taking into account the context in which the data was collected and only publishing data if consequences for the data subjects from further processing can be ruled out.

In the case of scientific research or statistical purposes, we share data with scientific organisations, such as universities, or organisations that are public in nature, such as municipalities, the Ministry of Infrastructure and Water Management, or ProRail. These organisations are not able to trace

the data back to individual people. The organisations use the data to help them perform their tasks and discharge their responsibilities in the station environment and to align facilities with the needs of passengers.

We also publish data that is no longer traceable to individuals so that it can be used for scientific or statistical purposes.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

We may engage a third party to compile reports for us. Those parties are our data processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We retain reports for 48 months after compiling them. Reports used for management of the concession are retained for the duration of the concession plus one year (a total of eleven years).

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NS special investigating officers

NS employs special investigating officers ('BOAs') to maintain safety in and around public transport.

As the employer of the special investigating officers, NS is the controller. Some of the data is processed under the Police Data Act (WPG) rather than the General Data Protection Regulation.

What personal data do we use?

The special investigating officers carry out checks at stations and on trains to see whether passengers have a valid ticket. The special investigating officers also keep the peace, enforce order and safety, and ensure compliance with legal provisions and the NS rules and conditions of carriage. In the event of violations, the special investigating officers take enforcement measures. The special investigating officers also support the police in their investigative duties. If special investigating officers process data as part of their investigative duties, the applicable legislation is the Police Data Act rather than the General Data Protection Regulation.

When carrying out their duties, a special investigating officer may decide it is necessary for NS to process personal data such as your contact details. When stopping and questioning someone and/or giving notice of an official report (combination form, formal warning or in the case of a violation of a travel ban or exclusion order), the special investigating officer will collect contact details, place and date of birth, a description of the offence with the time and place, the citizen service number (BSN), the type of identity document and the number. NS also collects financial data when handling and collecting payments following an official report of fare dodging and other offences. You can submit a complaint to NS about an official report of a violation. In addition to the data you provide in your request, NS will also collect your contact details, date of birth, copy of the OV-chipkaart (if necessary) and the official report number. If NS or the special investigating officer reports the case to the police, where possible we collect the contact details, place and date of birth, and the time, place and type of criminal offence.

What do we use your personal data for?

The basis for the processing is: compliance with a legal obligation

Police Data Act

Day-to-day police duties (Article 8 of the Police Data Act): police data can be processed for the execution of day-to-day police duties, namely enforcement of laws and rules, lending assistance, surveillance, traffic duties and straight-forward investigative work.

Our information systems make use of the basic registers of government institutions with public-law duties, such as the Key Register of Persons held by the National Office for Identity Data. We can retrieve personal data from this key register too.

We collect some personal and other data on the basis of other legislation.

Code of Criminal Procedure

According to the Code of Criminal Procedure, special investigating officers are required to determine the identity of a suspect. The Suspects, Convicted Persons and Witnesses (Identification) Act and associated decree stipulate the data we should use in this regard.

Special Investigating Officer Decree

Special investigating officers may also collect personal data as part of their investigative duties, for example when giving notice or writing up an official report if a criminal offence has been committed and when handling and settling the financial aspects of such an offence.

Finally, the special investigating officers have various supervisory tasks. When carrying out these supervisory tasks, personal data is processed on the basis of the following regulations:

- 2000 Passenger Transport Act and Decree
- General Terms and Conditions of Nederlandse Spoorwegen for the transport of passengers and hand luggage (AVR-NS)
- General Terms and Conditions of Urban and Regional Public Transport
- General Terms and Conditions of NS International
- Company rules for travelling with NS • Company rules for Intercity Direct

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Sometimes NS passes your personal data on to third parties, such as BOS Incasso, the Central Judicial Collection Agency if you do not pay your fine on time, or the Public Prosecution Service. We may pass your data on to investigative bodies such as the police for the purpose of investigating and preventing criminal acts.

We do not provide personal data for this purpose to individuals or legal entities outside the European Economic Area.

How long do we retain your data?

The Police Data Act stipulates retention periods for police data. We keep police data that we process in the context of day-to-day police duties for up to five years after the date when the data is first processed. After this deadline, the data is kept for a further five years only if required for handling complaints or for reasons of accountability pursuant to Article 14 of the Police Data Act. The retention period for a formal warning is six months.

Rights of data subjects under the Police Data Act

The rights of data subjects are not the same under the Police Data Act as under the GDPR. The data subject is the person to whom the personal data or police data refers. The data subject has the right to:

- inspection;
- rectification;
- deletion/erasure of data;
- restriction in the processing of the data;
- an objection/appeal.

In the context of police duties, we have an obligation to inform you about the data processing. We also notify you when we have complied with your request for rectification, deletion of data or restrictions in the processing of the data.

If you would like information about the processing of your personal data, you can submit a request in writing. If you think the data is incorrect, you can submit a request in writing to us, indicating what should be changed.

We have the right to reject your request if:

- this would impede the judicial investigation or proceedings;
- this would have adverse consequences for the prevention of criminal acts, for detection, investigation and prosecution or for the imposition of sanctions;
- public safety is at stake;
- it would infringe the rights and freedoms of third parties;
- national security is at stake. A request may also be rejected if it appears baseless or disproportionate.

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The NS Data Protection Officer monitors the correct implementation of our obligations pursuant to both the General Data Protection Regulation and the Police Data Act. You can find the contact details for the Data Protection Officer at the start of the present privacy statement.

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Open information handling

Information about the use of your data to obtain a picture of passengers' journey patterns.

What do we use your data for?

NS, the other public transport companies and Translink want to make public transport as efficient and effective as possible. That is why the public transport companies and Translink need information on passengers' journey patterns. That information is also important to other organisations, such as public authorities that are responsible for public transport (and transport in general) and want to improve the services for passengers.

We use statistical research to get that information. NS, the other public transport companies and Translink (jointly referred to here as 'we' and 'us') have decided jointly which personal data can be used to get that information and how that personal data can be used. We call this the 'Information Handling'. These agreements are documented in a collaboration agreement between the different public transport companies and Translink.

The public transport companies and Translink are joint controllers for the processing of personal data for the Information Handling.

What personal data do we use?

For statistical research on passenger journey patterns, we only use the transaction data. So if we process customer data on you such as your name or date of birth, we do not use that data for our statistical research. You can read below which personal data we process for statistical research when you travel using your OV-chipkaart, debit card or other form of ticket.

Under privacy legislation, we are allowed to use transaction data for statistical research as this is necessary for our legitimate interest and the legitimate interest of third parties such as public authorities. The legitimate interest is the interest in optimising public transport and improving the service to passengers.

OV-chipkaart

Transaction data is generated when you check in and out with a transport company using your OV-chipkaart. The data is used to process your journey transactions. The transaction data is read off using the chip ID in your OV-chipkaart. You can see the transaction data in the transaction summary of your OV-chipkaart (Mijn OV-chipkaart.nl).

We store the transaction data used for statistical research in a separate database managed by Translink. Before we store the data, we make sure the data is pseudonymised. Pseudonymisation involves encrypting the identifying information in the data. As a result, it is not possible to trace the data to a particular person without additional information. After the data has been pseudonymised, Translink creates research files for the public transport companies. These files consist of sets of statistical data. Translink, or other companies specialised in this area, can use these research files with aggregated statistical data to produce information products. The research files and information products do not contain any personal data.

Debit card

Transaction data is generated when you check in and out with a transport company using your debit card. The data is used to process your journey transactions. You can see the transaction data relating to your debit card in the OVpay app. If you do not use the OVpay app, you can see your transaction data relating to your debit card on the OVpay website. There, you can enter what is termed the 'service reference ID' that is specified for public transport journeys in your bank statement.

We store the transaction data used for statistical research in a separate database managed by Translink. The transaction data generated by the debit card cannot be traced to a particular individual without additional information. We have research files created, with Translink managing the process. These files consist of sets of statistical data. Translink, or other companies specialised in this area, can use these research files with aggregated statistical data to produce information products. The research files and information products do not contain any personal data.

Central desk

We have set up a central desk where you can go for all your questions about how your data is processed to create the research files and information products. You can contact the desk using the e-mail address privacy@ov-chipkaart.nl. You can also submit requests to exercise your GDPR rights to this address.

If you do not want us to use your transaction data for statistical research into journey patterns, you can indicate this by sending an e-mail to privacy@ov-chipkaart.nl.

Who do we share data with?

NS, the other public transport companies and Translink make use of the services of data processors. We always make written agreements with processors by concluding a processor agreement in which we document arrangements regarding such matters as the protection and use of your personal data.

The pseudonymisation makes it harder to link the data to particular people.

Translink or other specialised companies can then use the research files to make information products. For example, they can show trends in passenger flows that can then be used to determine where new public transport routes are needed. We may pass these information products on to public authorities or third parties that are involved in public transport (or transport in general) and improving services to passengers. The information products do not contain any personal data.

We do not provide personal data for this purpose to individuals or legal entities outside the European Economic Area.

How long do we retain your data?

We keep the original transaction data and the pseudonymised transaction data for a maximum of 18 months after the journey in question.

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Nederlandse Spoorwegen privacy statement – february 2024

Photography

Information about the use of photos taken by NS employees or photographers hired by NS during an event and that may be published on an NS website or a social media channel.

What personal data do we use?

Photos may be taken by NS employees or photographers hired by NS during events such as sports or music events.

What do we use your personal data for?

You receive a print of your photo from us as a souvenir. In addition, we may publish a photo that includes you on an NS website or social media channel, including but not limited to [ns.nl](https://www.ns.nl), reisjefit.nl and the Facebook page and Instagram account of Reis je fit. NS keeps your digital photo posted on these media channels so that you always have access to your photo and can download it and/or share it with friends, family and so on.

The basis for the processing is: consent.

During an event, an NS employee or photographer hired by NS may ask you whether you consent to having your photo taken, on an entirely voluntary basis. They will introduce themselves as an NS employee or photographer and will inform you of the purpose of the photo and where it will be published. They will also point out that if you do not want your photo to be published, you should state this explicitly. They will then advise you not to have your photo taken.

If children under the age of 16 want to be in the photo, permission is required from their parents or guardians. Prior to taking a photo of the children, an NS member of staff or photographer hired by NS will ask the parents or guardians of the children in question for their permission.

If you decide you want to be in the photo, you will receive a print of the photo as a souvenir. On the back of the photo you will see a link to this privacy statement, which includes information on how you can withdraw your consent.

You can withdraw your consent at any time by sending an e-mail to sponsorverzoek@ns.nl. Your photo will then be deleted within 10 working days from the website and/or social media channels where it was published.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

As explained above, we may publish a photo that includes you on an NS website or social media channel, including but not limited to [ns.nl](https://www.ns.nl), reisjefit.nl and the Facebook page and Instagram account of Reis je fit.

How long do we retain your data?

Your photos are kept and published on NS websites and/or NS social media pages or accounts for a maximum of two years. During this period, you can download the photo and share it with friends, family and so on.

Your privacy is paramount to us

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Innovation

NS regularly introduces innovations to make its services better, cheaper and more efficient. It does this for passengers, NS itself and third parties. NS uses various approaches for innovation. They may involve the processing of personal data. NS only uses personal data if sufficient appropriate safeguards are in place to make sure there is no risk to the personal data of the data subjects and there will be no negative consequences for the privacy of the data subjects.

Which personal data is used varies. Personal data that can indirectly be traced to individuals, pseudonymised data and anonymised data may be used. Examples are OV-chipkaart data, camera images without recognisable people in the picture, customer data or online data from the NS app or website. One example of use for innovation is the analysis of crowding at the access gates at Utrecht Centraal station to improve safety in the event of fire or other emergencies. The camera images that were used in the analysis were blurred automatically and immediately, or alternatively stored as low-quality images so that the people became unrecognisable. Another example is the use of journey data to create what are termed fictive data sets. NS can use the fictive data set to test applications with respect to security and user-friendliness without having to use the personal data of data subjects. Yet another example is analysing journey data, revenues and travel products so that we can adapt our assortment of travel products and plan our trains to suit current travel requirements. Finally, NS uses visual material (photos) to create a picture of all its property and the objects in the various areas. An algorithm is used to anonymise the photos, so that NS can keep the processing of persons or licence plates to a minimum and then use the photos for a range of purposes.

If personal data is used, this is only because it is essential for the analysis. The end product or information product itself will never contain personal data and the analysis never focuses on the individual data subject. The only exception is the use of visual material that may still contain personal data because the information may still turn out to be traceable to an individual (this is the case for about 1% of the images). These images are used to train techniques based on artificial intelligence for letting trains run automatically using camera images. NS is currently carrying out tests for this and the tests can be kept for about five years. An annual evaluation is carried out to see whether the images are still needed to validate the technique. NS believes it has a legitimate interest here because of the limited impact on the privacy of the data subjects and the fact that the analysis is not aimed at processing this personal data and that NS will never link traceable personal data or other identifying data on passengers to this image data.

In general, the basis for processing personal data is the legitimate interest of NS. However, this depends on the innovation in question, the type of personal data and other characteristics of the innovation.

Not all innovative ideas result in a plan or implementation in practice. That is inherent to innovation. However, if an innovation is implemented that results in systematic data processing, this will be described explicitly in this privacy statement.

Ordering and paying
Trains
Stations
Door-to-door services
Digital services
Contact and customerservice

More topics

NS Insurance

NS Insurance is NS’s non-life insurance company. Files are created for the loss handling process. These physical and digital files can contain personal data.

What personal data do we use?

Personal data relating to the incident is processed during the loss handling process. The personal data includes your name and residential address and, if strictly necessary, data relating to your health.

The basis for the processing is: consent

We ask your consent for processing your personal data.

Who do we share data with?

We use third parties for implementing IT services. Those third parties are our processors; they process the data exclusively for us and for no other purpose whatsoever. We have made agreements with these parties about processing personal data.

Depending on the circumstances, we may pass your personal data on to other parties outside the European Economic Area. If we do so, we will take appropriate measures for those parties, e.g. by including the standard clauses as defined by the European Commission.

How long do we retain your data?

We use the legal retention periods. The maximum period applicable to the loss handling process is seven years.

Wij kunnen uw persoonsgegevens onder omstandigheden doorgeven buiten de Europese Economische Ruimte. Als wij dat doen treffen wij passende maatregelen met deze partijen bijvoorbeeld door het sluiten van de standaardbepalingen die door de Europese Commissie zijn vastgesteld.

Hoe lang bewaren wij uw gegevens?

Wij hanteren wettelijke bewaartermijnen. Deze termijn is bij de afwikkeling van het schadeproces maximaal 7 jaar.