

INFORMATION REGARDING THE COLLECTION AND USE OF YOUR DATA

Purchase without creation of customer account

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

Who is responsible for this use?

Transdev Rail Rhône
190 rue Antoine Becquerel
69881 Meyzieu cedex

What information is collected?

Email address, first name, last name

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

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

It undergoes computer processing used for the management of the ticketing systems.

Do we have the right to use this information?

By signing up you consent to the use of this information to send your e-ticket.

Where is your information stored and for how long?

Your personal data will be stored in our active databases for the duration strictly necessary for the purposes for which they are collected and processed, namely 2 years starting from your purchase. We undertake to implement the appropriate security measures. The data are then deleted. They are not sent to any other organisation.

What are your rights?

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

You also have the right to oppose, rectify and limit the use of your data.

In order to exercise these rights, or for any question about the processing of your information in this context, you can contact us:

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

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

Transdev Rail Rhône

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