

BIJLAGE B PRIVACY STATEMENT OVPAY (ENGLISH)

Bij tegenstrijdigheden en/ of onduidelijkheden tussen de Nederlandse en Engelse versie prevaleert de Nederlandse versie.

Ter nadere uitwerking van artikel 5 van de GVO dient onderstaande voorbeeldtekst, die in de bestaande privacyverklaringen van Partijen kan worden opgenomen. Dit om Betrokkenen te informeren over de Verwerking van Persoonsgegevens in het kader van de Kernprocessen van reizen met je Betaalpas of Creditcard.

In verband met de integratie in de eigen privacyverklaring zijn in deze voorbeeldtekst niet vermeld:

- Wat de rechten van betrokkenen inhouden; en
- Het recht om een klacht in te dienen bij de toezichthoudende autoriteit.

Deze voorbeeldtekst bevat ook geen gerechtvaardigde belangen - zoals fraudebestrijding of statistische doeleinden - die iedere Partij (naar alle waarschijnlijkheid) zelf heeft en waarvoor iedere Partij zelfstandig Verwerkingsverantwoordelijke is. Uitgangspunt is dat deze elementen reeds in de privacyverklaringen van Partijen voorkomen.

Minimaal dienen in de privacyverklaring van iedere Partij de elementen te worden opgenomen die in de vetgedrukte kopjes staan opgenomen.

Het staat een Partij vrij om de sub paragraaf 'Beveiliging van de Persoonsgegevens' al dan niet op te nemen in de privacy verklaring.

Het staat een Partij vrij om gebruikte begrippen, uitgezonderd die begrippen die zijn gedefinieerd onder 'Begrippen', aan te passen zodat deze in lijn zijn met de begrippen zoals reeds gebruikt in de overkoepelende privacy verklaring van de Partij. Dit geldt bijvoorbeeld voor:

- 'Rechten' versus 'privacyrechten'; of
- 'Bij inspectie BOA' versus 'medewerker van Vervoerder'.

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v1.0	14 juli 2022	Vastgesteld
v1.1	7 februari 2023	Vastgesteld
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Introduction

The nine Dutch public transport operators¹ and Translink are together introducing a new option for travelling by public transport: purchasing a (Transport) Ticket by checking-in and checking-out using your Debit Card, Credit Card, or OV-pas. We are doing this in collaboration with a number of payment services². These payment services activate your Debit Card, Credit Card, or OV-pas with a public transport travel function in the Netherlands. You pay for your journeys via the Bank Account associated with your Debit Card or via the spending limit on your Credit Card.

If travelling by checking in and out using your Debit Card, Credit Card, or OV-pas, you and Keolis Nederland enter into a transport agreement to which the [General Terms and Conditions of Urban and Regional Transport] [AVR-NS] and the 'OVpay Check-in/out Conditions Using your Debit Card and Credit Card' apply. The Processing of your Personal Data is necessary in order to execute these conditions. It lets you travel and pay with your Debit Card, Credit Card, or OV-pas on public transport in Keolis Nederland. Keolis Nederland and Translink can also provide you with services.

If you do not want Keolis Nederland and Translink to have the necessary Personal Data, you will not be able to travel and pay with your Debit Card, Credit Card, or OV-pas, and will have to use another regular (Transport) Ticket.

The processes have been designed on the basis of Privacy by Design. This means that Translink and the Public transport operators have designed and set up the system in such a way as to protect your privacy as a passenger as much as possible.

Pseudonymisation, re-identification and use of tokens

Immediately after you have checked in, the unique identification number ('PAN') of your Debit Card or Credit Card will be Pseudonymised. Each Debit Card, Credit Card, or OV-pas is allocated its own unique number, a so-called token. These unique tokens are used for various purposes including travel, payment, service, inspection and overview reports.

Translink has a central administration system where, among other things, Translink registers on behalf of the Public transport operators Tickets, calculates the price that a journey costs, and keeps track of the total amount for which you have travelled that day. The system allocates each Public transport operator its own unique identification numbers for the tokens, so that the Public transport operators have no mutual insight into the travel patterns of passengers using a Debit Card, Credit Card, or OV-pas with other Public transport operators.

Pseudonymised data cannot be traced back to your Debit Card, Credit Card, or OV-pas details without additional information. This Pseudonymisation is a measure to reduce the risks for travellers in relation to the Processing of your Personal Data. There is a risk, however, that by combining this with other data, an organisation may still be able to identify which Debit Card, Credit Card, or OV-pas belongs to the pseudonym. This may make it possible to review the travel history of a Debit Card, Credit Card, or OV-pas.

The Public transport operators and Translink have designed the processes on the basis of Privacy by Design and have come to arrangements to prevent the risk of re-identification.

¹ Arriva, Connexxion, EBS, GVB HTM, Keolis, NS, Qbuzz and RET. See ovpay.nl for the latest listing.

² Maestro, Mastercard, VPAY and VISA. See ovpay.nl for the latest listing.

Glossary

As travelling using your Debit Card, Credit Card, or OV-pas is new, we may use terms with which you are not (yet) familiar. For your convenience, we have listed these terms and their meanings below.

App: a mobile application developed and offered by a Public transport operator or Public transport operators and Translink jointly (OVpay) that allows Passengers with a Debit Card, Credit Card, or OV-pas to create, consult their online account, link the Debit Card and/or Credit Card to it, and thus, for example, to easily view their travel transactions and payments and submit service requests. Use of an App is subject to the terms and conditions of use of the relevant App.

AVR-NS: the terms and conditions of NS (general terms and conditions for the carriage of Passengers and hand luggage of Nederlandse Spoorwegen)

Bank: a financial institution that provides payment services and holds the Bank Account to which the Debit Card used by the Passenger on public transport is linked.

Public transport operator(s): the Dutch public transport operators listed on the OVpay.nl website that accept the Contactless OV payment described in these Terms and Conditions, as a method of payment for use of their transport services.

Controller: a natural or legal person, a government agency, a service or another body that, alone or together with others, determines the purpose of and means for Processing Personal Data as defined in the GDPR.

Credit Card: a contactless card issued by the Credit Card Company with which the passenger uses and pays for public transport.

Credit Card Company: a financial institution offering payment services and which has issued the Credit Card to you.

Debit Card: a contactless card issued by the Bank for payment (physical or digital on a smart device such as a smartphone or smartwatch) that the Passenger uses and pays for public transport by checking in and out at designated card readers at stations, stops and in vehicles.

General Terms and Conditions of Urban and Regional Transport: the General Terms and Conditions for the use of public urban and regional transport by bus, tram, light rail, metro and regional public transport by train.

Joint Controller: If two or more Controllers jointly determine the purposes and means of the Processing, they are Joint Controllers as defined in the GDPR.

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

Payment reference number: this is a code comprising a combination of fourteen letters and numbers, created uniquely for each payment. This code is linked to the amount that is debited from your Bank Account or spending limit.

Personal data: any information regarding an identified or identifiable natural person as defined in the GDPR.

Processing: an operation or set of operations relating to Personal Data or a set of Personal Data, whether carried out by automated processes or not as defined in the GDPR.

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

Pseudonymisation: the Processing of Personal Data in such a way that the Personal Data cannot be linked to a traveller without the use of additional data, provided that this additional data is stored separately, and technical and organisational measures have been taken to ensure that the Personal Data is not linked to an identified or identifiable traveller as defined in the GDPR.

Technical Debit Card, Credit Card, or OV-pas data: this technical data consists of the numbers of the Debit Card, Credit Card, or OV-pas, namely the PAN, the PAN serial number, and the validity date of the Debit Card, Credit Card, or OV-pas. The PAN is a unique Debit Card, Credit Card, or OV-pas identification number. The PAN serial number is contained in the chip of the Debit Card, Credit Card, or OV-pas and is not visible.

(Transport) Ticket: the Ticket that provides valid access to the train, bus, tram and metro and that has been purchased by the passenger by checking in for each journey with Keolis Nederland with the Debit Card, Credit Card, or OV-pas used to travel. A (Transport) Ticket is only valid if it meets all the requirements set out in the General Terms and Conditions of Urban and Regional Transport or AVR-NS (in case of travelling with the NS).

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

Travel day: the period which starts at 00.00 hour and ends next day at 03.05 hour.

How does travelling and paying with a Debit Card, Credit Card, or OV-pas work?

A. Travel

When checking in with your Debit Card, Credit Card, or OV-pas, the card reader will read the technical data from your Debit Card, Credit Card, or OV-pas. Here we check whether the Debit Card, Credit Card, or OV-pas can be used to travel, and will inform you accordingly via the card reader. Holding your Debit Card, Credit Card, or OV-pas at a card reader is called a “tap”.

If you are able to travel using a Debit Card, Credit Card, or OV-pas, personal data will be sent to Translink when you check in and out using the card readers of the Public transport operator with which you are travelling. In addition to the technical details of your Debit Card, Credit Card, or OV-pas, this includes the date, time and stop or station where you boarded or alighted. Your journey is compiled and your fare is calculated using this information as well as, if applicable, additional information on products and profiles granting you a discount.

First time travelling with your Debit Card, Credit Card, or OV-pas

The first time you check in with your Debit Card, Credit Card, or OV-pas, an automatic check is made to determine whether that Debit Card, Credit Card, or OV-pas is suitable for travel. This also occurs if you have not used the Debit Card, Credit Card, or OV-pas in question for travel for 14 days, and then check in again.

Translink will also check at the Bank or Credit Card Company that holds your Debit Card, Credit Card, or OV-pas if the card has been blocked. If blocking is the case, the Public Transport travel function of the Debit Card, Credit Card, or OV-pas will then be blocked (temporarily), and you will not be able to use it for travel. This is a decision of the Bank or Credit Card Company. The Public transport operators and Translink cannot change this.

Travelling with your Debit Card, Credit Card, or OV-pas

Every time you check in with your Debit Card, Credit Card, or OV-pas, an automatic check will be made against a deny list at Translink to ensure that the Debit Card, Credit Card, or OV-pas has not been blocked (temporarily). The deny list is managed in by Translink and distributed to Public transport operators. A Debit Card, Credit Card, or OV-pas will be added to the deny list by Translink if:

- the Debit Card, Credit Card, or OV-pas is on an alert list of the Bank or Credit Card Company, e.g. because it is listed as stolen or missing
- settlement for the Debit Card, Credit Card, or OV-pas has not been made for the use of public transport, e.g. because the balance or spending limit on your Bank Account or Credit Card was insufficient at the time of settlement;
- A product or profiles granting you a discount is used while not respecting the applicable conditions.

B. Paying

Based on checking in and out with the Debit Card, Credit Card, or OV-pas, the central administration system of Translink will calculate the fare for the journeys you make. During the night following the day on which you travelled, the amount due for all the journeys you made in one day is presented in one sum to the Bank or Credit Card Company.

To process the payment, Translink provides the Technical Debit Card, Credit Card, or OV-pas details and the Payment reference number to the Bank or Credit Card Company.

Upon successful payment, you can see the amount debited on your (digital) account statement. You will receive your unique Payment reference number for each day you travelled, on your (digital) account statement. A Payment reference number is preceded by the letters ‘NLOV’. You can find your digital account statement by logging in to your secure Banking environment.

In contrast to aforementioned, the amount due for the journeys made will be debited during the Travel day, instead of during the night following the Travel day, if the amount surpasses a predetermined limit as set by the Public transport operators. The amount due for all journeys will then directly be debited against your balance or spending limit. After a successful payment any other journeys you will make will be presented to the Bank or Credit Card Company during the night following your Travel day, unless the predetermined limit will be surpassed again.

Summary reports

Translink records all check-ins and check-outs and creates the journey reconstruction and the determination of the fare. Translink, together with financial institution EMS and your Bank or Credit Card Company, handles the payment for the journeys you have made with your Debit Card, Credit Card, or OV-pas. Translink also ensures that Keolis Nederland and the other Public transport operators receive all payments daily for the journeys made.

All Public transport operators receive daily summary reports from Translink in order to check the accuracy of their own transactions and payments. These are reports on transactions (such as check-in, check-out or failed tap), journeys (combining a check-in with a check-out) and payments relating to the specific Public transport operators

An unsuccessful payment

If payment is unsuccessful, for example because the balance or spending limit is too low, we will block the travel function associated with the Debit Card, Credit Card, or OV-pas temporarily. You can then no longer travel with your Debit Card, Credit Card, or OV-pas until the outstanding amount has been paid.

Translink may issue repeated payment requests to debit the amount due from your account or spending limit within a period of 62 calendar days. The (temporary) block will be lifted if the payment is successful.

During this period as well as afterwards as a traveller you can also pay the outstanding amount yourself. To do so, you have to offer your Debit Card, Credit Card, or OV-pas to a card reader of a Public transport operator. Via Translink a payment request will be made to your Bank or Credit Card Company. You can also pay the outstanding amount in the Ovpay app via your account. Via EMS a payment request will be made to your Bank or Credit Card Company. If the payment succeeds for one of those methods, you will then be able to travel again with your Debit Card, Credit Card, or OV-pas approximately 15 minutes later.

(Temporary) block on travel use

The (temporary) block on using a Debit Card, Credit Card, or OV-pas to travel can be checked by offering your Debit Card, Credit Card, or OV-pas to a card reader of a Public transport operator and pay notice to the notification on the display or by contacting Ovpay Customer care.

While any travel use of the Debit Card, Credit Card, or OV-pas is blocked, you can of course always use another regular (Transport) Ticket for travelling by public transport.

C. Service

We do understand that you may have questions about a journey, invoiced costs or a missed check-in or check-out. Or perhaps you'd like to see all the previous journeys you have undertaken. You can view and request (parts of) your journeys via the Keolis Nederland Customer care, with a Payment reference number and the corresponding amount. You can also view and request (parts of) your journeys through the Ovpay website, Ovpay App³ and Ovpay Customer care.

For us to help you, you will need to have the Payment reference number in combination with the corresponding amount of your account debit. We do not know your Debit Card, Credit Card, or OV-pas number, nor can we search your IBAN.

The Payment reference number is created uniquely for each payment for which your Debit Card, Credit Card, or OV-pas is used. On your (digital) account statement you will receive your unique Payment reference number for the journeys related to that specific payment (linked to one Travel day). This means that if you share this Payment

³ The Ovpay app has its own privacy statement which is available in the Ovpay app and at the Ovpay website.

reference number and corresponding amount with another person or organisation, that person or organisation is also able to view the journeys you have made.

App and website

Within the OVpay App, you can link one or more of your Debit Card, Credit Card, or OV-pass to the App. You can do this in various ways. You first create an account with your own password. Firstly, you can enter your Payment reference number and corresponding amount in the Ovpay app. This however only works within 31 days of travelling and when you made a contactless payment for your travel. In the Ovpay app you can also enter your PAN⁴ and expiration date of your Debit Card, Credit Card, or OV-pas at your online account and then use your Debit Card, Credit Card, or OV-pas for travelling. As a third way, you can also enter your IBAN and expiration date of your Debit Card, Credit Card, or OV-pas at your online account and then use your Debit Card, Credit Card, or OV-pas for travelling within 60 days.

Via your online account it is amongst others possible to check if you did check-in and/ or check-out, to view the fare for travels you made and to also view your payments, payments status and any contingent blocking of your Debit Card, Credit Card, or OV-pas. In the Ovpay app you can also correct any missed check-ins or check-outs and pay for any outstanding amount for travelling.

Among the items you can view in the OVpay app is all the travel history of the journeys you have made in the past 18 months using your Debit Card, Credit Card, or OV-pas for all public transport services. In your account of a Public transport operator (web or App) you can only view the journeys you made with that Public transport operators using your Debit Card, Credit Card, or OV-pas, also for the past 18 months. In the OVpay app, you can also set to receive notifications when checking in and checking out.

On the ovpay.nl website, with a Payment reference number and corresponding amount, you can only view the journeys relating to that specific payment.

Customer care

Questions about travelling with a Debit Card, Credit Card, or OV-pas can be put to the Customer care of Keolis Nederland or the OVpay Customer care. Customer care employees cannot view your Debit Card, Credit Card, or OV-pas details, or the details of your payment account.

A Customer care representative will always ask specifically for your details if this is necessary in order to answer your questions. The Customer care staff may ask for your Payment reference number and the corresponding debit amount, depending on the questions you ask.

Cross Service

The Public transport operators and Translink have signed mutual agreements so that Keolis Nederland can also help you with questions about a journey with other Public transport operators. It has been agreed that you may contact the Customer care services of any Public transport operator with questions concerning all the journeys and transactions you have made over the past 62 days. Questions about a missed check-in or check-out can be put to the Customer care of OVpay. The Customer care staff may ask for your Payment reference number and the corresponding debit amount, depending on the questions you ask.

D. Inspection

Everyone using public transport must have a valid Ticket. If you check in with your contactless Debit Card, Credit Card, or OV-pas, your Transport Ticket has been linked to your Debit Card, Credit Card, or OV-pas via a registration at Translink. Special detection inspectors ('BOA' in Dutch) conduct regular checks in the vehicles/carriages and at stops and stations, to ensure that passengers have a valid Ticket. If a ticket inspector wishes to check your Ticket, you must present your Debit Card, Credit Card, or OV-pas to the inspector's ticket reader.

To enable the inspector to provide you with courtesy and/or service, the inspector will ask your specific permission to do this. The inspector can then view the last ten actions involving the use of your Debit Card, Credit Card, or

⁴ The abbreviation PAN stands for Primary Account Number. It refers to the unique card number of your Debit Card, Credit Card, or OV-pas and which is used to identify your Debit Card, Credit Card, or OV-pas.

OV-pas for public transport on their device (up to a maximum of 62 days ago). This data is displayed on the device for a maximum of five minutes, but will disappear earlier if another Debit Card, Credit Card, or OV-pas is held against the card reader.

Basis for the processing

When you check in and out with Keolis Nederland using a Debit Card, Credit Card, or OV-pas, the basis for the Processing of Personal Data is the performance of an agreement. This is a transport agreement to which the [General Conditions of Urban and Rural Transport] [AVR-NS] and the 'OVpay Check-in/out Terms and Conditions using your Debit Card and Credit Card' apply.

The provision of Cross Service (see C. Service/Cross Service) is based on the legitimate interests of the Public transport operators and Translink. The Public transport operators and Translink would like your questions to be answered as well and as efficiently as possible via just one service point rather than several. It is in your interests as a traveller, as well in the interests of the Public transport operators and Translink, that we can handle your questions about travelling with several Public transport operators properly and efficiently. Our service staff are only given access to the data they need to answer your questions.

Managing notifications for checking in and checking out in the OVpay app is based on your consent.

Who are the Processors? What Personal Data do we use?

Your Personal Data is Processed by: Keolis Nederland and Translink. Keolis Nederland, the other Public transport operators and Translink are Joint controllers for processing Personal Data relating to travel using your contactless Debit Card, Credit Card, or OV-pas. The conditions are established in a mutual agreement between the Public transport operators and Translink. The joint controllership relates to the following processes and the associated Personal Data:

Process: Tapping

Legal ground: Performance of a contract
Purpose: Status check Debit/Credit Card and validation of travel transaction
Retention period: Maximum of 24 hours
Personal data: Technical Debit Card data (PAN, PAN serial number and validity date); Tap data

Process: Processing taps (Transaction processing)

Legal ground: Performance of a contract
Purpose: Processing of taps;
Qualifying of taps: tap-in/ tap-out/ tap driven debt recovery;
Compiling journeys based on check-in/check-out; setting the price for a journey; preparing travel transaction data/ tap driven debt recovery for payment;
Parting trips and creating synthetic split-trips per Public transport operator to be able to allocate split-trips to the correct Public transport operator and to determine the fare.
Retention period: 18 months
Personal data: Technical Debit Card data (PAN, PAN serial number and validity date); pseudonymised-display tokens derived from technical Debit Card; Travel transaction data

Process: Central traveller support (self-service) - without service account

Legal ground: Performance of a contract
Purpose: Providing passengers with insight into travel and payment transactions and outstanding debt via OVpay website;
Facilitating missed check-out via website or OVpay Customer care.
Retention period: Until service is provided; no data is left behind on the website
Personal data: Payment reference number; Payment transaction data; Outstanding debt; Travel transaction data (such as check-in/check-out; date/time; location; means of transport; journeys and prices per journey)

Process: Central traveller support (self-service) - with service account

Legal ground: Performance of a contract
Purpose: Providing passengers with insight via Ovpay app into travel and payment transactions and outstanding debt
Facilitating process of missed check-out via Ovpay app
Retention period: Until service is provided; no data is left behind in the OVpay app
Personal data: Username and password (2FA); Payment reference number; Payment transaction data; Outstanding debt; Travel transaction data

Process: Decentral traveller support (self-service) - with service account at Public transport operator

Legal ground: Performance of a contract
Purpose: Providing passengers with insight via website/ app of Public transport operator into:
- travel and payment transactions at the Public transport operator (transactions in the last 18 months);
- outstanding debt and related underlying transactions (if relevant) at other Public transport operators
Retention period: Until service is provided; no data is left behind on the website/ in the app
Personal data: Payment reference number; outstanding debt; travel transaction data

Process: Decentralised traveller support via customer care - cross service

Legal ground: Legitimate interests of Public transport operators and Translink
Purpose: Via Customer care (counter or telephone) of Public transport operator to inform about:
- outstanding debt;
- travel transactions and payment transactions at other Public transport operators (cross service) (last 62 days)
Retention period: Until service is provided, Public transport operator's Customer care only has view on transaction data
Personal data: Payment reference number; Payment transaction data; Outstanding debt; Travel transaction data

Process: Inspection/ checking of valid ticket

Legal ground: Performance of a contract
Purpose: - Checking whether a passenger has a valid electronic Ticket when using public transport (based on check-in/ check-out with Debit Card, Credit Card, or OV-pas, requesting the central administration system);
- If there is no valid check-in, verification of the last ten public transport transactions with the same payment card in order to determine follow-up action by the Public transport operator ('granting discharge')
Retention period: Data will automatically be deleted as soon as the inspection device receives a reply that the Debit Card has been checked in/out and 5 minutes have passed, another Debit Card is presented for inspection, or the inspection (app) is closed.
Personal data: Technical Debit Card data (PAN, PAN serial number and validity date); pseudonymisation tokens; Travel transaction data

Process: Mobile service to passengers

Legal ground: Consent
Purpose: Upon request from a passenger, the inspector can scan the Debit Card, Credit Card, or OV-pas to provide information on the last ten travel transactions made on public transport using the same Debit Card
Retention period: Data will automatically be deleted as soon as the inspection device receives a reply that the Debit Card has been checked in/out and 5 minutes have passed, another Debit Card is presented for inspection, or the inspection (app) is closed.
Personal data: Technical Debit Card data (PAN, PAN serial number and validity date); pseudonymisation tokens; Travel transaction data

Process: Composing and delivering of feedback reports regarding processing of travel transactions

Legal ground: Legitimate interest Translink; legitimate interest and legal obligation Public transport operators
Purpose: Safeguard integrity of the public transport system (e.g. validating transactions) and administer contract of carriages, financially closing the loop of transactions as well as enabling financial administration and accountability
Retention period: 18 months (legitimate interest); 7 years (legal obligation)
Personal data: Travel transaction data (such as check-in/check-out; date/time; location; means of transport; journeys and prices per journey); pseudonymisation-tokens;

With whom do we share your data?

Keolis Nederland, the other Public transport operators and Translink, make use of the services of Processors. We always sign written agreements with external parties (such as IT suppliers) who process Personal Data on our behalf. We do this by entering into a so-called 'processor's agreement', in which among other things we stipulate agreements about the security of your Personal Data and about the use of the Personal Data.

Translink engages the services of EMS (www.emspay.nl) for handling payments with your Bank or Credit Card Company. To process the payment, Translink provides the Technical Debit Card, Credit Card, or OV-pas details and the Payment reference number to the financial institution. EMS Processes this data in its capacity as Processor.

In certain cases, the Public transport operators and Translink have the obligation bases on legal obligations to share your data with third parties.

Security of the Personal Data

Keolis Nederland, the other Public transport operators and Translink will secure your Personal Data, for example against unauthorised access, loss and theft. Keolis Nederland, the other Public transport operators and Translink all have policies in place for making public transport payments using the Debit Card, Credit Card, or OV-pas in such a way that an appropriate level of security is applied by default.

The Public transport operators and Translink apply PCI DSS for the security of Debit Card, Credit Card, or OV-pas details. This is an international information security standard drawn up by Banks and Credit Card companies. The standard seeks to protect payment card details and prevent misuse of card information and, by extension, damage.

Your Technical Debit Card, Credit Card, or OV-pas details will only be processed in card readers at Keolis Nederland and in the central administration system of Translink in pseudonymised form.

Automated decision-making

Automated decisions are taken in two cases: when a fare is still owed, and when a Debit Card, Credit Card, or OV-pas has been blocked by a Bank or Credit Card Company.

A fare that is still owed

As a passenger you always have to pay the fare that is due. If your Bank or Credit Card Company is unable to process your payment, the travel function of the Debit Card, Credit Card, or OV-pas will automatically be blocked (temporarily). You can then still check out for a journey, but you cannot check in (again) for a journey.

If the travel function of the Debit Card, Credit Card, or OV-pas is blocked due to insufficient balance or spending limit, you cannot check in again with this Debit Card, Credit Card, or OV-pas until your debt has been settled. Repeated attempts may be made to debit your account or spending limit within a period of 62 calendar days.

You may object to this automated decision whereby your Debit Card, Credit Card, or OV-pas is blocked (temporarily). The reason for blocking the Debit Card, Credit Card, or OV-pas will be reviewed by OVpay Customer care, and the card will be unblocked if warranted.

Debit Card, Credit Card, or OV-pas blocked by a Bank or Credit Card Company

If a Debit Card, Credit Card, or OV-pas, which has been used in public transport, has been reported stolen or missing by a Bank or Credit Card Company, or if there is another reason why the card has been blocked (temporarily) by the Bank or Credit Card Company, the travel function of the Debit Card, Credit Card, or OV-pas will also automatically be blocked (temporarily).

This is also part of the General Terms and Conditions for using your Debit Card, Credit Card, or OV-pas that you have agreed with your Bank or Credit Card Company.

The Public transport operators and Translink cannot change this (temporary) block. If you have any questions about this, please contact your Bank or Credit Card Company.

Contact point for questions regarding, or exercising your privacy rights, when travelling with a contactless Debit Card, Credit Card, or OV-pas

Questions

If you have any questions about the Processing of your Personal Data relating to travel with a Debit Card, Credit Card, or OV-pas, you can contact the existing contact points at Keolis Nederland and Translink.

In principle, Keolis Nederland and Translink can only answer specific questions or fulfil your rights by using the features of your Debit Card, Credit Card, or OV-pas. If you have created an account in an App, if you have linked your Debit Card, Credit Card, or OV-pas to this account and if you have provided Personal Data, Keolis Nederland and Translink will be able to service you as well based on these data. Before getting insight in your travelling, you have to provide a Payment reference number and corresponding amount.

For general questions about travelling with a Debit Card, Credit Card, or OV-pas, please contact the OVpay Customer care Desk by calling 0900-1433, or by completing the contact form at www.ovpay.nl/contact.

If you would like more information on how Keolis Nederland or Translink handles your Personal Data, please contact the Data Protection Officer of either organisation:

For Keolis Nederland: hetjuistedoen@keolis.nl, for Translink: fg@translink.nl

Exercising privacy rights

If you wish to exercise your privacy rights, you can do so by contacting our Customer care or that of Translink, or by contacting the Data Protection Officer of Keolis Nederland or Translink; see the contact details above.