

Privacy statement information management

Why do we process personal data?

The public transport companies and Translink want to ensure that public transport is as efficient and effective as possible. The public transport companies and Translink therefore have an interest in obtaining insight into passengers' travel patterns via statistical research. These insights are also interesting to third parties, such as government institutions with a remit involving (public) transport and working to improve the service provided to passengers.

We realise these insights via statistical research. The public transport companies and Translink ("we" or "us") have jointly decided which personal data can be processed to get the needed insights and in which way to use the personal data. We call this information management. This agreement has been concluded in an arrangement between the public transport companies and Translink

The public transport companies and Translink are joint controllers for the processing of personal data in relation to information management.

Which personal data do we use?

We only use so-called transaction data for statistical research concerning travelling patterns of travellers. If we do process your customer data, like your name or date of birth, we do not use these for statistical research. Further on you can read which personal data we process for statistical research when traveling with an OV-chipkaart, debit card or other transport ticket.

According to privacy regulations, we are allowed to process transaction data for statistical research, because this is essential for our legitimate interests and the legitimate interests of third parties such as government bodies. The legitimate interest is to optimize public transport and to improve services to travellers.

OV-chipkaart

Transaction data is created by using your OV-chipkaart to check in and check out at a public transport operator. This data is used to process your traveling transactions. The transaction data are processed by reading the chip-ID in your card. Your transaction data is available in your transaction data overview of your OV-chipkaart (My OV-chip at www.ov-chipkaart.nl/en).

We store the transaction data for statistical research in a dedicated database at Translink. Before storing the data, we ensure that the data is pseudonymized. By pseudonymizing the identifying characteristics of the data are encrypted. Therefore, this data can't be related a natural person without additional information. After pseudonymizing the data, Translink prepares research files at the request of public transport operators. These files are statistical data. With these aggregated, statistical files Translink or other specialized companies can prepare information products. Both research files and information products do not contain personal data.

Debit card

Transaction data is created when you use your debit card to check in and check out at a public transport operator. This data is used to process your traveling transactions. An overview of your transaction data when using your debit card is available at the Ovpay app. If you don't use the Ovpay app, an overview of your transaction data when using your debit card is also available at the Ovpay website. There you can enter the so-called service reference ID, which is included on your bank account statement.

We store the transaction data for statistical research in a dedicated database at Translink. Therefore, the transaction data of a debit card can't be related a natural person without additional information. Under management of Translink we have these research files being prepared. These files are statistical data. With these aggregated, statistical files Translink or other specialized companies can prepare information products. Both research files and information products do not contain personal data.

Central contact point

We have a central contact point in place, which you can contact for any questions about processing of your personal data for the creation of research databases and information products. You can contact

Translink via privacy@ov-chipkaart.nl. You can also submit a request here in order to exercise your rights.

If you do not want us to use your transaction data for statistical research into travel patterns, you can let us know by filling in a form and send it to privacy@ov-chipkaart.nl. You can request the form by sending an email to privacy@ov-chipkaart.nl.

Sharing your data ?

The public transport companies and Translink use the services of processors. We always have written agreements in place with these processors by conducting a so-called processor agreement. These include a.o. arrangements regarding information security and the usage of your personal data. Pseudonymization makes it more difficult to relate the data to a person.

Based on these research files Translink or other specialised companies can create information products. These allow for example to show trends in travelling patterns, which can be used to determine where new public transport routes are required. We can provide these information products to government bodies and to third parties who perform tasks in the area of (public) transport and improvement of services to travellers. The information products do not contain personal data.

We do not hand over your personal data for this purpose to any third parties outside the European Economic Area (EER).

For how long do we store your data ?

We store any transaction data and pseudonymized transaction data for a maximum of 18 months after the trip you made.