

EPF privacy statement

(Version 6.12.2018)

Introduction

At EPF (European Passengers' Federation ivzw, abbreviated EPF), we attach great importance to the protection of your personal data, we respect your privacy and we also want the partners and companies we work with to respect your privacy.

In this privacy statement, we provide clear and transparent information about which personal data we collect and how we deal with it. We do everything we can to safeguard your privacy and therefore treat personal data with care. EPF complies in all cases with applicable laws and regulations, including the General Data Protection Regulation (GDPR).

This means that we must in any case, as the legislation prescribes:

- process your personal data in accordance with the purpose for which they were provided, these purposes and type of personal data are described in this Privacy Statement;
- The processing of your personal data is limited to those data that are required as a minimum for the purposes for which they are processed;
- ask for your explicit consent if we need it for the processing of your personal data;
- have taken appropriate technical and organisational measures to ensure the security of your personal data;
- do not pass on personal data to other parties, unless this is necessary for the execution of the purposes for which they were provided;
- are aware of your rights regarding your personal data and also draw your attention to these rights.

The privacy statement applies to all our actions, projects and websites.

We are responsible for the processing of the personal data you provide us with. If you have any questions or comments after reading this privacy statement, you can do so via:

European Passengers' Federation
Kortrijksesteenweg 304, 9000 Gent
privacy@epf.eu

Why do we process personal data?

We only collect and process your data to be able to contact you in a good way:

- So that you can enjoy our member benefits, if you are a member of a member organisation.
- So you can participate in our activities, actions and campaigns.
- So that we can send you our newsletter, if you have registered for it.
- So that we can contact you for:
 - Fundraising
 - Market research and statistical research
 - Handling purchases, member, customer and supplier management.
- So that we, with your permission, can keep you informed of:
 - Actions
 - Activities
 - Campaigns

- Positions
- Press releases
- Consultation moments
- Registration on websites
- Other initiatives.

In addition, there are a number of legal reasons why we may need some information from you. For example, for the submission of subsidy applications (the subsidy provider asks us, for example, the regions or countries where our members are located, to check the extent of our activities).

What data do we process?

To serve you efficiently, we may request, store and process the following personal data about you:

- Personal data: first name, surname, address, telephone number, e-mail
- Personal characteristics: gender, date of birth, place of birth, nationality
- Date of registration
- For the implementation of specific projects or studies, we may ask for specific data, which are directly related to the projects concerned. For example: for a project about your travel habits we could ask you about the modes of transport you use (train, bicycle, car, ...).

We only use the collected data for the purposes and projects for which we have obtained the data.

Minors

We only process data of young people under 16 years of age with the consent of a parent or guardian.

Provision to third parties

We do not pass on your data to third parties, unless this is necessary for the execution of the purposes described above.

For example, we use the services of a third party for:

- managing the internet environment (web hosting, cloud applications)
- the provision of IT infrastructure (e.g. IT network, ...)
- the preparation and distribution of newsletters and invitations.

We will, of course, make the necessary arrangements with these parties ('processors') to guarantee the security of your personal data.

Furthermore, we do not give the data you provide to third parties, unless this is legally required and permitted. An exceptional example of this is that the police request (personal) data from us for the purpose of an investigation. In such a case, we are obliged to cooperate and to pass on our data.

We may also share personal data with third parties if you give us your permission to do so (in writing or by e-mail). You have the right to withdraw this consent at any time, without prejudice to the lawfulness of the processing prior to its withdrawal. We do not provide personal data to parties established outside the EU, except in the case of automated services. For example, we use services such as Mailchimp, Dropbox, Google, LinkedIn.

Storage period

We do not retain your personal data longer than is necessary for the purpose for which it was provided or for what is legally required. This means that we keep your data up to a maximum of 5 years after the last use.

Data security

We have taken appropriate technical and organisational measures to protect your personal data against unlawful processing. For example, we have taken the following measures:

- Our employees have been informed of the importance of the protection of personal data and our policy in this regard.
- All persons who can access your data on behalf of EPF are bound by the obligation of confidentiality.
- We have a username and password policy on all our systems.
- We make backups of the personal data to be able to recover them in the event of physical or technical incidents.
- We regularly test and evaluate our measures.

Your rights

You have the right to inspect and the right to correct or delete the personal data we have received from you. On page 1 of this privacy statement you can find out how to contact us. To prevent abuse, we may ask you to identify yourself adequately.

You can also object to the processing of your personal data (or a part thereof) by us or by one of our processors.

You also have the right to have the data provided by you transferred by us to yourself or on your instructions directly to another party. In such a case, we may ask you to identify yourself before we answer this question.

Complaints

If you have a complaint about the processing of your personal data, we ask you to contact us directly. You can also file a complaint with the Privacy Commission, which is the supervisory authority for privacy protection. It goes without saying that we prefer to solve any problems ourselves and in a customer-friendly manner.

Privacy statement changes

EPF can change its privacy statement. We will announce changes on our website. This text is the first version of the privacy statement so there haven't been any changes yet. We will store all previous versions of our privacy statement in our archive. Please send us an email if you would like to consult them.