Eurail Privacy Policy Community Site

Version 1.0

Monday, 16 May 2022

Contents

Introduction

This privacy policy explains the reason for the processing of your personal data, the way we collect, handle, and ensure protection of all personal data provided, as well as how that information is used in relation to the Eurail Community Site. Eurail processes your data as the data controller, strictly in accordance with contractual and regulatory obligations, and where processing activities are voluntary, based on the consent provided in this privacy policy. You can also find information on what rights you have in relation to your personal data and contact details on how you may exercise your rights.

For the purpose of this Privacy Policy the word:

Site or Platform, refers to the Eurail Community website
Eurail, We, Us (our), refers to Eurail B.V.
Service, refers to the functionalities of the Eurail Community
User or You (your), refers to the regular user of the Eurail Community

Note: Use of our Sites and Service are subject to terms and conditions per the Conditions of Use, and any undefined meaning in this Privacy Policy shall have the meaning given to it per our Terms and Conditions ("Terms").

Data collected

The personal data collected and further processed are collected and generated through your interaction with the community site or our services as follows:

a) personal data provided for either (a) the registration by Users to the Eurail Community Site or (b) the communications of such Users with the Eurail's customer care service. These Data involve as a minimum the Username, email address, date of birth and nationality; Any additional personal data provided is done so of your own free will and based on the legal processing premise of explicit consent;

b) personal data which is generated while Users use the Eurail Community Site, in particular technical data (such as the IP address of their computer or mobile device) and information relating to how users use the webpages on the Eurail Community Site and its features;

c) preferences of users which is voluntarily provided on the Eurail Community Site in the "Settings" section of their profile page (hereinafter the "Settings Page").

Data processing activities

We process your personal data in accordance with the requirements for the processing of personal data laid down in relevant privacy legislation. We use your personal data as necessary for the performance of our Service as stated in our Terms and Conditions, to comply with our legal and contractual obligations, and to support our legitimate interests in maintaining and improving our Sites and Service.

If you reside or are using our Service in a territory governed by privacy laws which determine that "consent" is the only or most appropriate legal basis for processing personal data (in general, or specifically with respect to the types of personal data you choose to share via the Service), your acceptance of our Terms and of this Privacy Policy will be deemed as your consent to the processing of your personal data for the purposes detailed in this Privacy Policy, to the extent permitted under law in such territory. If you wish to revoke such consent, please contact us by email at privacy@eurail.com.

We use your personal data for the following purposes:

- To personalize and improve the use by Visitors and Users of the Eurail Community Site;
- To ensure that the Users are older than 16;
- To ensure that Users have access to the relevant forums based on the applicable Eurail brand (i.e. Interrail and Eurail)
- To analyse and create statistics regarding the use of the Eurail Community Site;
- To enable Eurail to send email notifications to the Users' e-mail address with respect to their activity on the Eurail Community Site (for instance to confirm the creation of their account of the Eurail Community Site, notify when another User replied on a feed they have subscribed to, or if they received a private message). If Users do not wish to receive email notifications, they can change their account settings at any time by clicking the "Settings" section on their profile page;
- For Eurail to comply with applicable legal and regulatory obligations.

Data sharing

We share your data with our Partners, Service providers or other relevant third parties in accordance with legal requirements.

We can provide your personal data to third parties for the following reasons:
- We have engaged them for supporting us to provide our Service
- This is required for performance of an agreement we concluded with you;
- We have legitimate interests to do so;
- We are legally obliged to do so (for example if the police demands this because of a suspicion of a crime).

The following third parties can process your personal data:
a) InSided, the community platform service provider, for the sole purpose of (a) the hosting and storage of the Eurail Community Site and the Data contained in it (b) the management of the Eurail Community Site operation, (c) the management of the processing and dispatching of Eurail's notifications to the Users.
 b) Zendesk, our customer service support helpdesk, for the sole purpose of (a) processing a User's specific request by the Eurail's customer care service, and (b) send notifications from such service to such User.

Data security

Eurail attaches great importance to the security of the Data and takes all appropriate steps to minimize the risks of loss, damage or unauthorized use of this Data.

We implement and monitor security measures in place to protect your personal data. We secure your data using industry standards and best practices for physical, procedural and technical measures including:

- Logical access control with complex passwords and identity authentication systems;
- Employee awareness and training;
- Data encryption;
- Automatic logging of actions relating to personal data;
- Least privilege access restrictions;
- User access and rights monitoring.

Please be aware that regardless of any security measures used, we cannot and do not guarantee the absolute protection and security of any personal data stored with us or with any data recipients/ sub-processors as mentioned in this privacy policy.

Data location and retention

Eurail, InSided, and Zendesk, is located with the EU and your data is stored on servers located within the European Union.

We store your data for as long as necessary in accordance with our reasonable business needs as necessary for the performance of our aforementioned services, as well as in accordance with our legal obligation.

Cookies and third-party integration

Eurail and our third-party partners (as mentioned under Data Sharing) make use of cookies and other technologies for performance, analytics, and personalisation purposes.

Cookies are small information files that can be automatically stored on or read out from the device (including a PC, tablet or smartphone) of the website visitor, while visiting a website. This is done through the web browser on the device. The information that can be transmitted by a cookie, over the use of our website, can be transferred to the own secured servers of Eurail or to the servers of a third party.

How we use cookies

Information we obtain from cookies are used to analyse our community interactions. We use this data to adjust the community to your personal preferences as well as when

sending information about our products and services, we can take your previous interest for certain pages into account.

You are asked to provide your explicit consent to cookies in the Community Cookie banner on your first time visiting the Community. You do not need to have cookies turned on to view forum postings. However, with cookies turned off or if you do not accept the cookie from the forum, you will not be permitted to sign in to the Eurail Community to post content or respond to postings.

Cookie settings

You choose which cookies you want to allow. If you have an account, you can adjust your choice in your profile settings. If you do not have an account, you can change your cookie settings by deleting them via the internet options of your browser and visiting the community again. You will then be asked to choose your settings again. There are 3 settings: Basic, Normal and Complete.

- Basic: Functional
- Normal: Functional + analytics
- Complete: Functional + analytics + social media + embedded videos

Tracking / Analytics Cookies

We collect browsing data from you to continuously improve your experience.

Google Analytics is used analytical or tracking cookies for the purpose of creating statistics regarding traffic and uses of the various components of the Eurail Community Site, to create studies to improve the Eurail Community Site and its features.

If users do not wish for Google Analytics to collect or use their information, they can opt out here: Google Opt-Out

We will not spam you nor sell it to other parties.

Disabling or removal of cookies

At any time, a user can modify their preferences for cookies.

You can prevent the placement of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling some functionality and certain features of this website. Therefore, it is recommended not to disable cookies.

Most cookies have an expiration date. This means, that they will automatically expire after a certain period and no longer register any data concerning your visit of the website. Another option is to remove the cookies manually before the expiration data. To do this, consult the instruction manual of your browser.

Be aware, it is possible that not everything works or is displayed correctly when refusing cookies.

"Do Not Track" requests

Some web browsers can send a "Do Not Track" request to websites telling them not to follow its online movements, because of differences in how web browsers interpret this feature, there is a lack of standardization and its not always clear whether visitors and Customers intent for these signals to be transmitted or whether they are aware of them at all. Therefore, as many other reputable websites and online platforms, we do not change our practices in response to a "Do Not Track" request from your browser or mobile application. However, your browser allows you to control cookies, including whether to accept them and how to remove them. You can also set most browsers to notify you if you receive.

Data subject rights

As an individual you have rights concerning your personal data. For all such personal data that we process as a Data Controller and detailed this privacy policy, you may exercise your rights by contacting us.

If you have provided personal data via the Eurail community site, you can send us a request for insight, inspection, rectification, restriction, modification, data portability or deletion of your personal data. You can send this request to privacy@eurail.com. If you wish to only remove your Eurail community site account and not your Eurail account, kindly clearly indicate this in the email.

To prevent abuse, we may ask you to provide proper proof of your identity.

Such additional data of requests and/or identify validation will be retained by us for legal purposes i.e., as proof of the identity of the person who submitted the request.

Changes to this privacy policy

We may update our Privacy Policy from time to time as necessary. While we will timely provide notice of major modifications of the Privacy Policy, it is also your responsibility to

periodically review the Privacy Policy. Any changes will, unless requiring your explicit consent become effective immediately after they are posted on this page.

Please address any questions you may have regarding the Privacy Policy to the following address: privacy@eurail.com.