

PRIVACY STATEMENT EUROPEAN SLEEPER

1. Introduction

- 1.1. This statement describes the processing of personal data by European Sleeper Exploitatie B.V. (**European Sleeper**).
- 1.2. European Sleeper is mainly engaged in the provision and operation of (international) train services, including the provision of passenger transport and sale of train tickets, as well as all related activities, which are or may be of interest to the company.
- 1.3. European Sleeper handles your personal data with care and takes appropriate technical and organisational measures. In doing so, European Sleeper complies with the applicable privacy legislation, including the General Data Protection Regulation and the General Data Protection Regulation Implementation Act.

2. Contact with European Sleeper

- 2.1. If you wish to contact European Sleeper in connection with this statement, please use the contact details below.

Email: info@europeansleeper.eu
Websites: www.europeansleeper.eu
Mail: Vondellaan 144, 3521 GH Utrecht
Phone: +31 30 203 5833

3. Personal data

- 3.1. Depending on the travel products and services purchased, European Sleeper may process the following data, which sometimes qualify as personal data, from you:
 - (a) booking reference
 - (b) ticket number;
 - (c) first and last name;
 - (d) address details (private and/or business);
 - (e) phone number;
 - (f) e-mail address;
 - (g) Chamber of Commerce and VAT number (business customers);
 - (h) Bank account number and other financial details;
 - (i) IP address;
 - (j) Data about the use of the website, your device and/or browser.
- 3.2. Which specific data European Sleeper processes depends on the products and services European Sleeper provides and the functionalities of the website you use.

4. Purposes

- 4.1. We use your data to provide products and services to you, to make your travel experience as enjoyable and easy as possible. We therefore process the above data for the following purposes:
 - (a) **Ordering and paying for travel products:** including buying, withdrawal, rebooking, changing, cancelling and/or paying for travel products, handling claims and refunds;
 - (b) **Train:** using travel products, safety during your journey and emergencies;
 - (c) **Digital services:** as a result of the use of websites and apps of

European Sleeper;

- (d) **Contact and service:** maintaining customer contact and customer relationship, the providing service, handling claims and refunds and in connection your rights;
- (e) **Financial accounting:** processing transactions in the financial administration;
- (f) **Marketing:** sending information about travel products and services, newsletters and/or announcements;
- (g) **Other topics:** legal obligations, fraud and anti-abuse, innovation (including customer surveys).

5. **Use of personal data**

- 5.1. When purchasing travel products and using our services and website, you may enter personal data and otherwise leave data.
- 5.2. Your personal data are mainly processed by European Sleeper to execute the transport agreement between you and European Sleeper. European Sleeper also processes personal data when it has the legal right or obligation to do so, or because European Sleeper has a legitimate interest to do so, or when you have given European Sleeper permission for certain processing.

6. **Marketing activities**

- 6.1. If you are a customer of European Sleeper, we may send you digital marketing information about similar travel products or services you have received from us. In relation to these digital direct marketing activities, we invoke the 'legitimate interest' basis. You have the right to object to the processing of your personal data for this purpose at any time. You can also unsubscribe from emails at any time using the link in the email.
- 6.2. If you are not a customer of European Sleeper, we ask for your permission to send you marketing information. We also do this for sending you marketing information about other travel products and services than you have received from us. You give this consent online by activating a tick box. You can withdraw consent by unsubscribing to these emails using the link in the email.

7. **Provision of personal data to third parties**

- 7.1. When necessary for the provision of services, European Sleeper forwards the data you provide to third parties. These are third parties such as, but not limited to, IT companies that assist European Sleeper (including with the website and storing data), the accountant and the Tax Office or government bodies with which European Sleeper is obliged to share the information.
- 7.2. If European Sleeper provides your data to a third party, that third party is obliged not to use your data for purposes other than those for which it was provided. The agreements on the processing of personal data will, when required by law, be laid down in a processor's agreement.
- 7.3. European Sleeper will not further disclose any data to parties other than those referred to above, unless permitted or required by law.

8. **Security and preservation**

- 8.1. European Sleeper takes appropriate security measures to restrict misuse of and unauthorised access to your personal data.
- 8.2. European Sleeper does not keep your personal data for longer than is necessary. The specific retention periods depend on the travel products and services that European Sleeper provides to you. In any case, European Sleeper will not keep your data for longer than seven years after the end of the transport agreement you have with European Sleeper. If you withdraw your consent, European Sleeper will delete those personal data for which you had given consent. The above does not apply if European Sleeper must or may keep your data for longer on the basis of a statutory obligation.

9. **Third-party websites**

European Sleeper's website may contain references to other websites, such as hyperlinks. European Sleeper is not responsible or liable for the processing of personal data by those websites. This privacy statement does not apply to the use of those third-party websites.

10. **Cookies and profiling**

10.1 Cookies are small text files that are stored on your computer or mobile device when you visit a website. Cookies are used on the European Sleeper website to provide an optimal user experience and to optimise services. This means, for example, that you do not have to fill in the same information over and over again and that you can navigate through the relevant website more easily.

10.2 For the use of tracking cookies, we ask permission when you use the website. If you do not consent, no tracking cookies will be processed. In addition, we may use analytical cookies to analyse the use of the website and improve the website. No personal data are processed when analytical cookies are used. For more information regarding these cookies (and any associated processing of personal data), please refer to the privacy policy of the relevant provider.

10.3 You can change whether or not to allow cookies in your browser settings.

11. **Transfer of (personal) data to recipients outside the European Economic Area**

When using service providers and possibly transferring data with your consent to third parties, personal data may be transferred to recipients in countries outside the European Union (EU), Iceland, Liechtenstein and Norway (European Economic Area) and processed there. The following countries are considered by the EU as having an adequate level of protection for the processing of personal data equivalent to EU standards (so-called adequacy decision): Andorra, Argentina, Canada (limited), Faroe Islands, Guernsey, Israel, Isle of Man, Japan, Jersey, New Zealand, Switzerland, South Korea, Uruguay, United Kingdom. With recipients in other countries, we agree on the application of EU model contract clauses, binding corporate arrangements or other permissible mechanisms to create an 'adequate level of protection' according to legal requirements.

12. **Social media**

Social media buttons are included on this website for sharing pages via various social media networks. If you click on these buttons, your personal data will be processed by the relevant social media network. Please read the privacy statements of the relevant parties to see how these networks handle your personal data.

13. **Changes**

European Sleeper may amend this privacy notice from time to time. Changes will be published on our website.

14. **Your rights: accessing and amending personal data**

You sometimes have the right to object to the processing of your personal data. This includes the right to request European Sleeper to inspect, restrict, rectify or erase your personal data. You can also ask for your personal data to be transferred to you. After receiving your request, you will receive a reply within four weeks. You can send such a request to info@europeansleeper.eu.

15. **Complaints**

European Sleeper would like to hear from you if you have any complaints about the processing of your personal data. Under privacy legislation, you also have the right to lodge a complaint with the Personal Data Authority.

February 2023