

Information about processing and protection of passengers' personal data

GW Train Regio, a.s. Business ID 256 64 116, with its registered office at Tovární 975/3, Ústí nad Labem-centrum, 400 01 Ústí nad Labem, registered in the Companies Register maintained by the District Court in Ústí nad Labem, section B, insert 1942, contact person in personal data protection matters Martina Hlatká, phone: +420 383 132 467, email: martina.hlatka@gwtr.cz (the "company"), as the data administrator, hereby informs about the manner and extent of processing of personal data of natural persons - passengers and of natural persons who order transportation services from the company for themselves or for a third party using the E-shop ("buyers") operated by the Company, including the scope of buyers' rights in relation to the processing of their personal data by the Company.

The Company processes personal data in accordance with the laws of the European Union, especially with the European Parliament and Council (EU) Regulation of 27 April 2016 No. 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and with the laws of the Czech Republic, especially Act No. 110/2019 Coll., on personal data protection, as amended.

Processed data

The Company processes the personal data of the buyer in the following extent:

- name and surname
- electronic mail address
- information about the place of getting on and off the train
- information about the fare (entitlement to a discount)
- information related to the payment of the fare

In the event of the buyer creating a user account, the Company also processes the data related to this account, especially the buyer's phone number and the history of purchases made by the buyer.

If the nature of the provided service or the nature of the relation with the buyer so justifies (e.g., assertion or monitoring of rights arising from the carriage contract), the Company may also process other than the above-stated personal data of data subjects; however, it must always do so only to the extent necessary to meet the purpose of the respective service, and the data must be obtained in accordance with the Regulation. The Company does not process any special categories of personal data, unless the data subject expressly consents to such processing.

Purpose of personal data processing

The Company processes the above categories of personal data to complete the order and deliver the service (transportation) to the buyer, for communication with the buyer and the meeting of other obligations resulting from the contract entered into with the buyer, or from other generally binding laws and regulations. The Company obtains such data upon the buyer ordering the service (transportation). As these personal data of the buyer are obtained to meet the obligations under the contract, to which the buyer is a party, or they are necessary to meet other legal duties, the express consent of the buyer to the processing of his or her personal data is not necessary. A contract entered into by the buyer and the company is the legal basis for processing the personal data.

Personal data recipients and processors

Employees of the Company are authorised by the recipients of the personal data to ensure that the contractual and legal obligations arising from the contract, to which the buyer is a party, are met. In limited cases, other entities such as state administration bodies or insurance companies may be the recipients of the personal data. To process personal data, the Company primarily uses its own employees; to a limited degree, it uses third parties if it is reasonable in terms of making the services provided by the Company more effective and of higher quality. In such case, maximum integrity and safety of subjects' personal data is ensured and the processing takes place exclusively on the basis of a data processing agreement. The Company does not hand the personal data over to third parties located outside the EU.

Manner and duration of personal data processing

The personal data of the buyer are processed exclusively in electronic form, unless the nature of the service or law or regulation requires processing in paper form. The Company does not process personal data in a way where automatic decision-making would take place, nor does it profile the personal data of the buyers. Data processed for the purposes of meeting the obligations under a contract to which the buyer is a party or data necessary to meet a legal duty (to ensure delivery of a service, dealing with a warranty claim, accounting obligations, etc.) are stored for the time necessary for meeting the obligations under the contract or, alternatively, for the period set out by the respective laws (Act No. 89/2012 Coll., the Civil Code, Act No. 563/1991 Coll., the Accounting Act, etc.).

Rights of the buyer

For the sake of protection of the buyer's personal data, the buyer has the following rights:

- The right to information (the right to information includes all rights of the buyer set out in Article 13 of the Regulation, especially the right of the buyer to know the identity and contact details of the Company and the purpose for which the personal data of the buyer are collected and processed by the Company).
- The right to access to personal data (the right to access to personal data includes all rights of the buyer set out in Article 15 of the Regulation, especially the right of the buyer to get confirmation from the Company on if and for what purpose the personal data of the buyer are processed).
- The right to protection (the right to protection includes all rights of the buyer set out in Article 16 of the Regulation, especially the right to demand that the company correct, without undue delay, any inaccurate or incorrect personal data that concern the buyer).
- The right to erasure - to be forgotten (the right to erasure includes all rights of the buyer set out in Article 17 of the Regulation, especially the right of the buyer to have the personal data of the buyer erased upon request and without undue delay, provided that the conditions set out by the Regulation are met).
- The right to restriction of processing (the right to restriction of processing includes all rights set out in Article 18 of the Regulation, especially the right of the buyer to demand restriction of processing of the buyer's personal data, if such processing interferes with the data's accuracy or if the buyer has raised an objection against the processing).
- The right to data portability (the right to data portability includes all rights set out in Article 20 of the Regulation, especially the right of the buyer to obtain his or her personal data in a structured, commonly used format readable by a machine).
- The right to object to the processing of personal data (the right to object includes all rights set out in Article 21 of the Regulation).

Should the buyer find out or should the buyer deem that the Company's processing of his or her personal data violates the protection of the buyer's personal life, violates the Regulation or the law, the buyer may demand an explanation from the Company or demand that the Company rectify such state of affairs.

Should the company fail to rectify the above state of affairs, the buyer is entitled to file a complaint with the Office for Personal Data Protection, which has the role of a supervisory body in personal data protection-related matters. The right of the buyer to other means of court and administrative protection shall remain intact by the above.

[The person entrusted with personal data protection matters](#)

The Company establishes and maintains the position of an employee entrusted with personal data protection. This employee's contact information is published on the website of the Company.