



## **Privacy Statement**

Voyages-sncf UK Limited ("VSL") operates this Privacy Statement applying to the VSL website to ensure it maintains visitors' rights to privacy in the online environment and to comply with data protection and other legislation. VSL wishes to provide a secure and safe user experience and wishes to explain how VSL will use and protect your rights to its visitors in relation to any personal data which you may send or provide to VSL through this website.

### **1. Statement of Intent**

From time to time, by using VSL's website you will be required to submit information about yourself (such as name, address etc) to use services on the website or to purchase products from VSL. By entering your details, you enable VSL and its service providers to provide you with the services and products you select. Whenever you provide such information, VSL will treat that information in accordance with this Privacy Statement. VSL will act in accordance with current legislation and aim to meet current internet best practice.

### **2. Data Collection**

VSL will only collect and use personal data voluntarily provided by visitors to this website in order for those visitors to use VSL's services or purchase products from VSL. The data will only be used for the purposes of the specified services or products. In doing this, VSL may gather information (such as your IP address, browser and access times) which may be or contain personal information. You should not disclose unrequested personal information.

### **3. Use of data collected**

By using this website and/or providing VSL with any information you are deemed to agree to the VSL Website Conditions of Use and the provisions of this Privacy Statement. You are also deemed to agree to VSL using that information to send to you emails or other communications about any of VSL's products or general news or updates, unless you notify VSL at the address given in paragraph 4 below that you wish to unsubscribe. VSL uses the data provided for the purposes of managing its provision of services and products to you as

you have requested and agreed, for administering and managing your relationship with VSL, analysing your use of this website, updating you with special offers, products or services and responding to your questions. Information you provide may also be shared with other relevant travel and tourist organisations for the sole aim of processing bookings and ensuring that your travel is completed in accordance with your ticket/pass.

#### **4. Access to your Personal Information**

You have a right to request a copy of the personal information VSL holds about you and to have any inaccuracies corrected (we charge £10 for information requests). Please address written requests to the Marketing Department, Voyages-sncf UK Limited, 34 Tower View, Kings Hill, West Malling, Kent, ME19 4ED.

#### **5. Users under 18 years**

If you are under 18, please get your parent or guardians permission beforehand whenever you provide personal information to this website.

#### **6. Security**

We will not disclose any data about you without your permission unless we are required to do so by law and for the purposes specified above. We will take reasonable care to keep your data secure and prevent unauthorised access to it by implementing accepted standards of technical measures and security policies. Whilst such reasonable efforts are taken, as the internet is an open system VSL cannot however guarantee that unauthorised third parties will never gain access to VSL's website by overcoming VSL's precautions and security methods. VSL cannot be held liable for what unauthorised recipients may do with information they gain access to.

#### **7. Cookies**

VSL places a "cookie" on your computer to identify when you visit the VSL website. These cookies are used to aid and identify customer behaviour, trends and demographics. Most, if not all, websites use cookies for this purpose. A cookie is a piece of data that identifies your computer to our servers. Cookies in themselves do not identify the individual user, just the computer used. If you disable the cookies you will still be able to use the website and book tickets. We reserve the right (and you are deemed to agree) to match information gathered from cookies with any information you have given about yourself and to use information gathered from cookies to enhance your use of our website. Cookies are used by our suppliers and affiliates in respect of which VSL cannot advise and therefore cannot accept any responsibility. This website may contain links to other websites and such non-VSL websites are not governed by this Privacy Statement as VSL has no control over them. Accordingly, VSL cannot be held responsible for the privacy and security policies and measures of other websites you may choose to visit and you do so at your own risk. Ensure that you read and understand the privacy and security policies of such websites so that you may understand how they collect, use and share your information.

Registered office: 34 Tower View, Kings Hill, West Malling, Kent, ME19 4ED

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