

## Privacy policy

Data provided by customers is strictly confidential. The Passenger Rail Transport Operator undertakes to its users/customers not to provide this data to unauthorized third parties and to use it strictly for the conduct of the business relationship between the customer and the Passenger Rail Transport Operator.

According to the requirements of Regulation (EU) 679/2016 and Romanian legislation in the field, the Passenger Rail Transport Operator has the obligation to administer in safe conditions and only for the specified purposes, the personal data you provide us about you.

The types of information collected will vary depending on the activity and the purpose of their collection, respectively:

- by registering as a user of the "Buy integrated ticket office" service, informing users/customers about the status of their account on [billete-integrate.infofer.ro](http://billete-integrate.infofer.ro), confirming, the evolution and status of the online transactions made and all correspondence related to them, respectively by email -mail (the data needed to make the trip/ticket).
- issuing the electronic invoice for the tickets purchased online from the account of the user who bought the ticket, based on the introduction by him, on his own responsibility, of the mandatory billing data.

**By providing this data you give your freely expressed and unequivocally consent for all your personal data to be stored in the databases of private operators, used and processed without territorial and/or temporary limits by the Railway Passenger Transport Operators for carrying out and/or carrying out activities such as, but not limited to, commercial, development, market research, statistical, tracking and monitoring of sales and consumer behavior (this site uses cookies), with strict compliance with the legal provisions regarding the protection of individuals regarding the processing of personal data and the free movement of such data.**

The information you provide to us will be used for the purpose for which you provided it, to administer, support and evaluate our services and to prevent breaches of security, the law and our contractual terms.

Your personal data collected by the Passenger Rail Transport Operator will never be disclosed to a third party company that intends to use it for direct marketing purposes, unless you have expressly given your consent to this.

The Operator of Passenger Rail Transport may provide your personal data to other companies with which it is in partnership, but only on the basis of a confidentiality commitment from them, guaranteeing that this data is kept safe and that the provision of this personal information is done in accordance with the legislation in force, as follows: providers of courier services, marketing services, banking/electronic payment services (the Passenger Rail Transport Operator does not have access to and does not store card or bank account data), the IT service providers that deal with the online applications for the sale of travel documents, the platform on which the website operates and the mobile application, etc.

Your personal information can also be provided to authorized public authorities and institutions (Prosecutor's Office, Police, Courts, etc.), based on and within the limits of legal provisions and as a result of express requests.

The Passenger Rail Transport Operator does not promote the transmission of unsolicited electronic messages or unrelated to the services offered (SPAM).

The Passenger Rail Transport Operator undertakes to apply, in relation to the personal data of its users/customers, adequate technical and organizational measures to

protect personal data against accidental or illegal destruction, loss, modification, disclosure or unauthorized access, in particular if such processing involves data transmissions within a network as well as against any other form of unlawful processing.

The Passenger Railway Transport Operator takes all necessary measures to monitor and limit the access of its employees directly to the database, according to the legal regulations in force.

By reading these terms and conditions, you have become aware of the fact that you are guaranteed the rights provided by law, namely the right to information, the right to access data, the right to intervene, the right to oppose, the right not to be subject to an individual decision, the right to go to court in case of violation of his rights guaranteed by Regulation (EU) 679/2016 and Romanian legislation in the field.

If you have any questions about how your data is used, or if some of your data is incorrect, you can submit a written, dated and signed request to the Passenger Rail Transport Operator at the contact details published on its official website , as follows:

1. S.N.T.F.C. "C.F.R. Călători"-S.A:  
[relpublic.calatori@cfrcalatori.ro](mailto:relpublic.calatori@cfrcalatori.ro); [dpo.calatori@cfrcalatori.ro](mailto:dpo.calatori@cfrcalatori.ro);
2. S.C. REGIO CĂLĂTORI S.R.L.: [contact@regiocalatori.ro](mailto:contact@regiocalatori.ro);  
[Office.timisoara@regiocalatori.ro](mailto:Office.timisoara@regiocalatori.ro); [office.iasi@regiocalatori.ro](mailto:office.iasi@regiocalatori.ro);
3. S.C. TRANSFEROVIAR CĂLĂTORI S.R.L.:  
<https://www.transferoviarcalatori.ro/ro/suport/relatii-cu-publicul/sugestii-si-sesizari>  
[cariere@transferoviarcalatori.com](mailto:cariere@transferoviarcalatori.com)
4. S.C. INTERREGIONAL CĂLĂTORI S.R.L.: [bilete@viaterra.ro](mailto:bilete@viaterra.ro);
5. S.C. SOFTRANS S.R.L.: [info@softrans.ro](mailto:info@softrans.ro);
6. S.C. ASTRA TRANS CARPATIC SRL: [office@astratranscarpatic.ro](mailto:office@astratranscarpatic.ro).

The request will specify whether the information is to be communicated to a specific address (even e-mail) or through a mail service that ensures delivery only in person.

The Passenger Railway Transport Operator will communicate the measures adopted/the requested information within 30 days from the date of receipt of the request.

Moreover, we specify that any attempt to access, use, modify the personal data of another user is strictly prohibited, being punished by contraventional or criminal law, as the case may be.

The Operator of Passenger Railway Transport is not responsible for malfunctions or erroneous operations of IT systems managed by a third-party hosting company that may jeopardize the security of the database containing personal data.

If, after registration, you want us to delete the personal information you have provided within the "Buy Integrated Box Office tickets" application, this change is made from the user profile (located on the top blue bar on the home page) by accessing the My Account section and then the Anonymize account sub-menu.

If you choose this option, your data will be anonymized and you will no longer have access to your data and account.