

subject: www.uitcheckgemist.nl website privacy statement

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1. Uitcheck Gemist Privacy Statement

You may occasionally forget to check in or check out. Through the www.uitcheckgemist.nl website, an initiative of Translink and the cooperating public transport companies in the Netherlands, you can easily apply for a refund of the overpaid credit in this case. In order to process your request, we need to use personal data that you have provided to us, such as when purchasing your personal OV-chipkaart. These could be your contact details, OV-chipkaart number, bank details and journey details, for example.

You can also apply for automatic notifications about a missed check-in or check-out through this website. To send these messages, we need your email address. Enter the card number and expiry date of the OV-chipkaart for which you wish to receive notifications. You will find this information on your OV-chipkaart. If you have a personal card, we will also ask for your date of birth. We do this as an extra check. If you no longer wish to receive the automatic messages, you can easily unsubscribe at this website.

This website uses temporary cookies. These are small, simple data files, which are saved on your computer's hard drive. These cookies do not contain personal data. They are intended to make it easier to use the site. They are also used to gather statistical information, such as visitor numbers.

If you would like to know exactly how the cooperating public transport companies handle your data, you can read all about this in the organisations' privacy statements. You can read how Translink processes and secures your data in the Translink privacy statement. Download the [Translink privacy statement \(pdf\) here](#).

The General Data Protection Regulation (GDPR) gives you a number of rights to protect and manage your own personal data. You can find more information in the privacy statement under **'Your rights on the basis of privacy legislation'**.

2. How long is your data stored for?

Translink and the cooperating public transport companies use a maximum storage period for directly or indirectly traceable personal data (18 months). After this period, transactions can no longer be viewed in the public-transport travel history, for example. OV-chipkaart Customer Services are also no longer able to answer questions relating to these transactions.

3. Complaints Procedure

You can submit a complaint to Customer Services at any time. If you are not satisfied with the handling of your complaint, you can appeal to the Public Transport Disputes Commission: Postbus 90600, 2509 LP, The Hague.

You also have the right to submit your complaint directly to the Dutch Data Protection Authority: Postbus 93374, 2509 AJ, The Hague.

4. Contact

This privacy statement may change from time to time. You will always find the most recent Translink privacy statement at www.ov-chipkaart.nl. If you have further questions after reading this privacy statement, please contact us. We will be happy to help you!

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