

Privacy policy RET Customer Service via WhatsApp

RET offers its customers a customer service via WhatsApp. The service is available from Monday to Friday, from 9am until 5pm. This service provision is subject to this privacy policy. By adding the RET WhatsApp number to your contacts and by approaching RET, you declare to have read this privacy policy.

Data controller and data processors

With regard to the processing of your personal data, RET N.V. - with its registered office at Laan op Zuid 2 (3071 AA) in Rotterdam - is the data controller within the meaning of the Dutch Data Protection Act [Wet Bescherming persoonsgegevens]. For the correct functioning and performance of the customer service via WhatsApp, third-party services are used. RET has concluded solid agreements with these data processors in order to protect and secure your personal data.

RET shall not provide third parties with your personal data unless RET is obliged to do so by law, court order or any other legitimate order from authorities.

WhatsApp

RET is not responsible for the WhatsApp service itself. For the processing of data by WhatsApp, we refer to the privacy policy and terms of service of WhatsApp Inc.

Processing of personal data

RET processes your WhatsApp name, your telephone number and the contents of the WhatsApp conversation between you and RET. RET processes this data with the aim of providing you with a customer service. The stored data may also be used for evaluation, analytical and statistical purposes. Your profile picture is not visible and is not stored. No cookies or similar technologies are placed on your (mobile) device.

However, not everything can be discussed via WhatsApp. RET will never ask for sensitive data, such as account numbers, copies of proofs of ID, public transport Chipcard numbers, etc. Questions in relation to this will not be responded to and are removed. This also applies to messages or images of a sexist, pornographic, racist, discriminating or otherwise insulting nature. RET does not sell travel products via WhatsApp. If so required, we will refer you to another channel of communication of RET in order to be able to answer your questions.

File

The processing of personal data via WhatsApp has been notified to the Dutch Data Protection Authority [Autoriteit Persoonsgegevens] in The Hague, under the name of "Reizigersbestand" ("Traveller File", notification number 1310245).

Retention period

RET will keep your data for a period of 18 months. After that period, all your personal data will be permanently removed. Anonymised data may be kept for a longer period.

Security

The data you send via WhatsApp is secured by WhatsApp Inc. by means of end-to-end encryption. The personal data processed by RET is protected by various organisational and technical security measures in order to prevent unlawful processing or loss.

Your rights

You are entitled to view, change and remove your personal data kept at RET. To that end, you can submit a request to RET's customer service. As RET has to verify your identity, such a request cannot be made via WhatsApp, but via one of our other channels of communication. Information on how to contact RET's customer service can be found on the website, www.ret.nl.

Changes

RET reserves the right to make changes to this privacy policy. We therefore recommend consulting this privacy policy on a regular basis.

06 December 2016