

## **Privacy statement DB RailClient**

The use of our website is generally possible without providing personal data. If you wish to book as a travel agent via our website, the processing of personal data will be necessary.

With this notice we inform you about which data we collect from you and how we process it.

### **Who is responsible for data collection and processing?**

DB Fernverkehr AG, Europa-Allee 78-84, 60486 Frankfurt processes your data as the data controller.

The appointed data protection officer is Dr Marein Müller. If you have any questions or suggestions regarding the data protection of DB RailClient, please contact her:

DB Fernverkehr AG  
Europa-Allee 78-84  
60486 Frankfurt  
or by  
e-mail: [p.d-datenschutz@deutschebahn.com](mailto:p.d-datenschutz@deutschebahn.com)  
with the subject "DB RailClient".

### **What data do we collect and how and why do we process your data?**

We process your data exclusively for specific purposes. These may result from technical necessities, contractual requirements, or express user requests.

For technical reasons, certain data must be collected and stored when visiting DB RailClient, such as the date and time of the last visit, the web pages used, the identification data of the browser and operating system type used.

To fulfil a contract, we need certain personal data from you  
In this case, the contract is the legal basis for the processing of your personal data pursuant to Article 6(1)(b) DSGVO. Article 6(1)(b) DSGVO also applies to processing operations that are necessary for the performance of pre-contractual measures.

The following describes in more detail the data processing that can take place when logging in via the DB RailClient.

User data: First and last name, e-mail address, company name, company address, telephone number, fax, mobile number

Create additional users: As an agency administrator, you can create additional employees (agency users) so that they can also sell rail tickets via the DB RailClient. In this case, the above-mentioned user data is also required.

### Deletion of the company or user

If you no longer wish your company to sell tickets via DB RailClient or if you wish to delete the agency user, please send us an e-mail to [railclient@agency-db.com](mailto:railclient@agency-db.com). We will then arrange for the deletion.

The agency admin can delete the agency users created by him/herself in the DB RailClient at any time.

The personal data will be deleted immediately, if there are no legal retention periods to the contrary.

### **Will data be passed on?**

For contract performance, it is usually necessary to involve instruction-dependent processors, such as data centre operators, printing or shipping service providers or other parties involved in contract performance.

External service providers who process data on our behalf are carefully selected by us and strictly bound by contract. The service providers work according to our instructions, which is ensured by strict contractual regulations, by technical and organisational measures and by supplementary controls.

Otherwise, your data will only be transferred if you have given us your express consent to do so (e.g. when ordering advertising materials via the DB Partner Portal) or on the basis of a statutory regulation.

A transfer to third countries outside the EU/EEA or to an international organisation does not take place unless there are appropriate guarantees. These include the EU standard contractual clauses and an adequacy decision by the EU Commission.

### **How long will your data be stored?**

We only store your data for as long as it is required to fulfil the purpose for which it was collected (e.g. within the framework of a contractual relationship) or if this is provided for by law. For example, in the context of a contractual relationship, we store your data at least until the complete termination of the contract. Afterwards, the data is stored for the duration of the legal retention periods.

Your user account will be deleted after termination of the contract, unless a new contract is entered into.

### **Are cookies used?**

Cookies are small text files in which data can be stored on your end user device. The use of DB RailClient is generally possible without cookies that do not serve technical purposes.

We only use session cookies. These are only needed for the duration of your current service call or your session and are deleted again or lose their validity as soon as you leave the DB RailClient or your current session expires (so-called "session cookies"). Session cookies are used to maintain your login during your session.

## **What rights do DB RailClient users have?**

You can request information about what data is stored about you.

You can request correction, deletion and restriction of processing (blocking) of your personal data as long as this is legally permissible and possible within the framework of an existing contractual relationship.

If you believe that the processing of your personal data violates data protection law, you have the right to complain to a data protection supervisory authority in accordance with Art. 77 (1) DSGVO. The competent supervisory authority for DB Fernverkehr AG is:

The Hessian Commissioner for Data Protection and Freedom of Information  
Postfach 3163  
65021 Wiesbaden

You have the right to the portability of data that you have provided to us on the basis of consent or a contract (data portability).

If you have given us consent to process data, you can revoke this at any time by the same means by which you gave it. The revocation of the consent does not affect the lawfulness of the processing carried out on the basis of the consent until the revocation.

You may object to data processing for reasons arising from your particular situation if the data processing is based on our legitimate interests.

You can object to being approached by advertising at any time with effect for the future (advertising objection).

To exercise your rights, it is sufficient to send a letter by post to

DB Fernverkehr AG  
Europa-Allee 78-84  
60486 Frankfurt  
or by e-mail to [p.d-datenschutz@deutschebahn.com](mailto:p.d-datenschutz@deutschebahn.com)  
with the subject "DB RailClient".

## **What happens with links to external pages?**

When you click on a link to an external page, you are moving outside the pages of DB RailClient. DB Fernverkehr AG is therefore not responsible for the content, services or products offered on the linked website, nor for data protection and technical security on the linked website.

## **How up to date is this privacy statement?**

We adapt the privacy statement to changed functionalities or changed legal situations. We therefore recommend that you read the privacy statement at regular intervals. If your consent is required or components of the privacy statement contain provisions of the contractual relationship with you, the changes will only be made with your consent.

Current status: September 2023