

Information notice regarding personal data processing when cases are referred to the SNCF Voyageurs Mediator

1/ Personal data processing

When cases are referred for mediation to the SNCF Voyageurs Mediator, the personal data you are required to provide are processed under the responsibility of the SNCF Voyageurs mediation service.

Personal data are collected via the online form contained on the Mediation website or by mail sent to the Mediator.

The data controller is Médiation SNCF Voyageurs - TSA 37 701 - 59 973 TOURCOING CEDEX.

These data may undergo processing within the meaning of the General Data Protection Regulation, the so-called GDPR, No. 2016/679 of 27 April 2016, and Act No. 2018-493 of 20 June 2018 relating to personal data protection amending Act No. 78-17 of 6 January 1978, the so-called Computing and Freedoms Act.

If a complaint is referred to the Mediator by mail, and when the Customer's case is deemed to be admissible, the Customer shall be informed of how their data is processed and of their right to object to this processing, by means of a "holding letter".

The data provided are used only within the strict context of the legislation in force and in no case, either during the mediation process or in preparing the Mediator's opinion, is, in any form, an artificial intelligence tool

The Data Protection Officer's contact details are as follows:

dpo-sncf-voyageurs@sncf.fr
9 rue Jean Philippe Rameau, 93210 Saint-Denis, France.

The categories of personal data concerned by the processing are as follows:

- Identity: title, last name, first name, postal and/or email address, telephone number
- Subject of the complaint,
- Your consent, in case of the processing of health data online,
- The documents communicated to support your request. These supporting documents may, in some circumstances, include health data.

These data are collected via the online referral form contained on the SNCF Voyageurs Mediation website or by mail sent to the Mediator.

You are responsible for the content and information you communicate in the comments area provided in the referral form and in your complaint letter.

Your personal data are collected for the purposes of processing mediation requests sent to the SNCF Voyageurs' Mediator as well as for communicating about your complaint referral and the settlement of your dispute. This processing is based on the performance of the contract, namely the General Terms and Conditions of Use of the Mediation complaint form, except for the processing of health data whose legal basis lies in your consent. This consent is given by checking a box provided for this purpose on the online referral form.

This consent may be removed at any time, it being specified that consent removal cannot be retroactive with respect to data processing already carried out.

Provision of the above-stated data is mandatory for the mediation to go ahead.

If these data are not provided, the mediation cannot begin.

The personal data you provide will be kept for the duration required to process the referral and for a period of 3 years after the end of the mediation procedure. If necessary and depending on the nature of the complaint, the data may be communicated to the various SNCF Voyageurs departments concerned by the complaint (For example, the department responsible for customer relations or the Legal Department) and/or communicated to the departments concerned in SNCF Voyageurs' European subsidiaries (Eurostar International Limited or THI Factory - Thalys) or to Les Chemins de Fer de la Corse.

In no event are they used for commercial prospecting purposes.

You have the right to ask the data controller, under the conditions and within the limits set down in the regulations, to access, rectify, restrict the processing of or delete your personal data kept by the data controller. You can also object to the processing of your data. You are also entitled to give instructions regarding the storage and deletion of your personal data as well as the right to give guidelines as to the fate of your personal data after your death. Finally, you can request the portability of your personal data.

To exercise these rights, a written request relating must be made by mail to the following address:
Médiation SNCF Voyageurs - TSA 37 701 - 59 973 TOURCOING CEDEX
Or by email to the address mediateur-voyageurs@sncf.fr

Moreover, if the data subject considers that the processing of their personal data constitutes a violation of the regulations, the data subject has the right to lodge a complaint with the CNIL or the supervisory authority of the State in which their habitual residence or place of work is located, or the place in which the violation is alleged to have been committed.

Finally, we'd like to draw your attention to the fact that in accordance with Articles 60-2, 77-1-2 and 99-4 of the Criminal Procedure Code, SNCF Voyageurs may be obliged, as part of judicial or fiscal procedures, to communicate to the public authorities, the personal data in its possession, and that in this regard its liability may not be incurred.

2/ Cookies on the Mediator's online referral form

I.WHAT IS A COOKIE?

Cookies (or tracers) are small text files that can be placed and/or read on your device when you access the referral form of the SNCF Voyageurs Mediator (hereinafter the "Website"), subject to the choices you have expressed.

The term "device", when used in this document, includes computers, smartphones, tablets and other devices used to access the Internet.

Learn more about cookies on the CNIL website.

II.HOW TO CHANGE COOKIES SETTINGS?

Placing cookies that are not essential for the Website to operate requires your consent, as does the processing of personal data gathered from these cookies (non-anonymous audience metrics, cookies for commercial purposes, etc.).

Therefore, if applicable, you are asked to accept or refuse this processing when you first log on to the Website.

However, the Website only uses cookies strictly necessary for proper operation of the Website. These cookies, which are mandatory, do not require your consent.

III.WHICH COOKIES ARE USED AND WHY?

The Website uses the cookies required for navigation purposes and for proper operation of the Website. These cookies enable free and smooth navigation on the platform. Deactivating them may prevent or hinder normal operation of the Website.

The table below explains which cookies are enabled and used by the Website and why:

Cookie name	Cookie source	Duration	Description
force-stream	https://mediation-sncf.force.com/mediation/s/?language=fr	180 minutes	Used to redirect server requests for sticky sessions.
sfdc-stream	https://mediation-sncf.force.com/mediation/s/?language=fr	3 hours	Used to properly route server requests within Salesforce

			infrastructure for sticky sessions.
renderCtx	https://mediation-sncf.force.com/mediation/s/?language=fr	Session	Used to store site parameters in the session for reuse across requests by a single client for functionality and performance reasons.
CookieConsentPolicy	https://mediation-sncf.force.com/mediation/s/?language=fr	1 year	Used to apply the user's cookie consent preferences set by our client-side utility.
force-proxy-stream	https://mediation-sncf.force.com/mediation/s/?language=fr	3 hours	Ensure client requests hit the same proxy hosts and are more likely to retrieve content from cache.
inst	https://mediation-sncf.force.com/mediation/s/?language=fr	Session	Used to redirect requests to an instance when bookmarks and hardcoded URLs send requests to a different instance. This type of redirect can happen after an organization migration, a split or after a URL update.
BrowserId	https://mediation-sncf.force.com/mediation/s/?language=fr	1 year	Used for security protections.
pctrk	https://mediation-sncf.force.com/mediation/s/?language=fr	Session	Used to track unique page visitors in Experiences.
CookieConsentPolicy	https://mediation-sncf.force.com/mediation/s/?language=fr	1 year	Used to apply the user's cookie consent preferences set by our client-side utility.
BrowserId_sec	https://mediation-sncf.force.com/mediation/s/?language=fr	1 year	Used for security protections.

HOW DO I DELETE COOKIES?

You want to disable cookies?

How to delete cookies depending on which browser you use

- If you use Firefox, click here: <https://support.mozilla.org/fr/kb/protection-renforcee-contre-pistage-firefox-ordinateur?redirectslug=Activer+et+d%C3%A9sactiver+les+cookies&redirectlocale=fr>
- If you use Safari, click here: <https://support.apple.com/en-gb/guide/safari/sfri11471/mac>
- If you use Google Chrome, click here:
<https://support.google.com/chrome/answer/95647?hl=en&hlrm=en>

- If you use Opera, click here: <https://help.opera.com/en/latest/web-preferences/#cookies>

If your browser is configured to refuse cookies, we remind you that you will not have access to all the features of the Website.

IV. HOW TO EXERCISE YOUR COOKIES RIGHTS?

Any data subject concerned by personal data processing has the right, under the conditions and to the extent provided by the regulations, to ask the data controller for access to their personal data, to rectify or delete them, to restrict processing of them, as well as the right to define guidelines on the fate of their data after their death, the right to object to the processing of their data and the right to portability.

To exercise these rights, a written request for this purpose must be sent by mail to the following address:

Médiation SNCF Voyageurs – TSA 37 701 – 59 973 TOURCOING CEDEX

Or by email to the address mediateur-voyageurs@sncf.fr

You are also entitled to refer your issue to CNIL, the French data protection supervisory authority.