Information Notice on the Management of Mediation Requests

Version of October 06, 2026

As part of the mediation requests addressed to the SNCF Voyageurs Mediator, the personal data you provide will be processed under the responsibility of the SNCF Voyageurs Mediation.

Processing Support:

Personal data is collected via the online referral form for the SNCF Voyageurs Mediator (https://mediation-sncf.my.site.com/mediation/s/?language=fr) or by mail addressed to the SNCF Voyageurs Mediator at the following address:

SNCF Voyageurs Mediator
TSA 84015
59317 VALENCIENNES CEDEX 9

If you refer to the Mediator by postal mail and your case is deemed admissible, you will be informed about the processing of your data and your right to object via a "waiting letter."

Controller:

SNCF Voyageurs -SNCF Voyageurs Mediation
TSA 84015 - 59317 VALENCIENNES CEDEX 9

Purpose(s) of Using Your Data:

Your personal data is collected for the purpose of processing mediation requests submitted to the SNCF Voyageurs Mediator, as well as for communication regarding your request and the resolution of your dispute.

Legal Basis:

The use of your data is based on the legal obligation requiring SNCF Voyageurs to provide every consumer with free access to a consumer mediator for the amicable resolution of disputes with SNCF Voyageurs, in accordance with Articles L. 611-1 to L. 641-1 and R. 612-1 to R. 616-1 of the French Consumer Code.

By exception, the legal basis for processing your health data is your consent.

Your consent is indicated by checking a designated box on the online form or by sending documents containing health data via postal mail. You may withdraw your consent at any time; however, withdrawal does not retroactively affect processing already carried out.

Types of Data:

The data used for processing includes:

- Identity data: title, last name, first name
- Contact details: mailing address and/or email
- Subject of the complaint
- Your consent, in the case of health data processing
- Supporting documents submitted with your request, which may, in some cases, include health data

Data Retention Period:

The personal data you provide will be retained for two years from the date of submission to the SNCF Voyageurs Mediator.

Mandatory Nature of Data Provision:

For online submissions, responses to fields marked with an asterisk are mandatory and necessary for the mediation process. Failure to provide the required data will result in the inability to initiate mediation.

You are responsible for the statements and information provided in the comment section of the referral form and in your letter of complaint.

Data Recipients:

If necessary and depending on the nature of the complaint, the data may be transmitted to various SNCF Voyageurs departments involved in handling the claim (e.g., customer relations or legal department), as well as relevant departments of SNCF Voyageurs' European subsidiaries (Eurostar International Limited or THI Factory) or the Corsican Railways.

Your data will not be used for commercial prospecting.

Transfer of Your Data Outside the European Union:

Your data is hosted in France and is not transferred outside the European Union.

Automated Decision-Making:

The use of your data does not involve any automated decision-making. The data provided is used strictly within the limits of applicable legislation. No form of artificial intelligence is used during the mediation process or when drafting the Mediator's opinion.

Exercising Your Data Protection Rights:

You have the right to request from the data controller, under the conditions and within the limits provided by the regulations, access to, rectification, restriction, or deletion of your personal data retained by the data controller. You may also object to the processing of your data. Additionally, you have the right to define instructions regarding the retention and deletion of your personal data, as well as instructions on the fate of your personal data after your death. Finally, you may request the portability of your personal data.

You can exercise these rights by sending us your request:

- By mail to:
  MEDIATION SNCF Voyageurs - TSA 84015 - 59317 VALENCIENNES CEDEX 9

- Or by email at: mediateur-voyageurs@sncf.fr

Please note: This email address cannot be used to submit mediation requests to the SNCF Voyageurs Mediator. Claims sent to this email address will not be processed.

If, after contacting us, you believe that your rights have not been respected, you also have the right to file a complaint with the CNIL (French Data Protection Authority).

Cookies on the Online Mediation Referral Form:

I. WHAT IS A COOKIE ?

Cookies (or trackers) are small text files that can be placed and/or read on your device when you access the SNCF Voyageurs Mediator's referral form (hereinafter the "Site"), subject to your expressed preferences.

The term "device" refers to computers, smartphones, tablets, and any other equipment used to access the internet.

Learn more about cookies on the CNIL website.

II. HOW TO MODIFY COOKIE SETTINGS?

The placement of cookies that are not essential to the website's operation requires your consent, as does the processing of personal data derived from these cookies (e.g., non-anonymized audience measurement, cookies for commercial purposes, etc.).

Therefore, you are asked to accept or decline these processes upon your first visit to the Site. However, the Site only uses cookies strictly necessary for its proper functioning. These mandatory cookies do not require your consent.

III. WHAT COOKIES ARE USED AND FOR WHAT PURPOSE?

The Site uses cookies necessary for navigation and proper functionality. These cookies allow for smooth browsing of the platform. Disabling them may prevent or hinder the Site's normal operation. The table below explains which cookies are enabled and used by the Website, and why:

Cookie	Domain	Description	Duration	Type
CookieConsentPolicy	mediation-sncf.my.site.com	Stores visitor consent preferences to manage permitted tracking and privacy settings across	1 year	Necessary

		website sessions and support regulatory compliance requirements consistently.		
LSKey-c$CookieConsentPolicy	mediation-sncf.my.site.com	Stores visitors' cookie consent preferences to ensure the website applies their privacy choices consistently across pages and future browsing sessions.	1 year	Necessary
BrowserId	mediation-sncf.my.site.com	Sale Force sets this cookie to log browser sessions and visits for internal-only product analytics.	1 year	Functional
renderCtx	mediation-sncf.my.site.com	This cookie is used for tracking community context state.	Session	Other
pctrk	mediation-sncf.my.site.com	No description available.	1 year	Other
Oid	mediation-sncf.my.site.com	Stores the last logged-in org to properly route and redirect user requests or community guest-user sessions	1 year	

IV. HOW TO DELETE COOKIES?

To disable cookies, follow the instructions for your browser:

- Firefox: Click here
- Safari: Click here
- Google Chrome: Click here
- Opera: Click here

If your browser is set to refuse cookies, please note that you may not have access to all Site functionalities.

V. HOW TO EXERCISE YOUR RIGHTS REGARDING COOKIES?

Any person whose personal data is being processed has, under the conditions and within the limits provided by the regulations, the right to request from the data controller access to their personal data, rectification or erasure of such data, restriction of processing, as well as the right to define directives regarding the fate of their data after their death, the right to object to the processing of their data, and the right to data portability.

To exercise your rights, a written request must be submitted and sent by postal mail to the following address:

- MEDIATION SNCF Voyageurs – TSA 84015 - 59317 VALENCIENNES CEDEX 9
- Or by email to mediateur-voyageurs@sncf.fr

Please note, this email address cannot be used to submit a mediation request to the SNCF Voyageurs Mediator. Complaints sent to this email address will not be processed.

You also have the right to lodge a complaint with the French Data Protection Authority (CNIL – *Commission Nationale de l'Informatique et des Libertés*).