



Data protection statement

This data protection statement applies to users of TPF services and to customers.

We take the protection of your privacy extremely seriously. We respect your privacy and are committed to protecting and processing your personal data in compliance with the law.

Personal data includes all information that relates to an identified or identifiable person. In addition to contact details like your name, telephone number, postal address and e-mail address, it includes other information that you provide to us, such as your date of birth.

This data protection statement will provide you with information on the type of personal data that we process, the reasons we need it and how you can object to the collection of your data.

For the purposes of this data protection statement, the processing of your personal data means any operations related to this. This includes the storage, processing, use and deletion thereof, etc.

Who is responsible for data processing?

TPF is responsible for the processing of your data.

If you have any questions or suggestions about data protection, you can contact our data protection officer at any time by writing to:

Transports publics fribourgeois Holding (TPF) SA

Préposé à la protection des données

Case postale 1536

1701 Fribourg

or to: protection.donnees@tpf.ch.

Which data is collected by TPF and what for?

As per our contract terms, we need certain personal information to fulfil on-line orders or purchases of certain products and services so we can meet our contractual obligations. For example: purchase of a season ticket.

We only collect the data necessary for the service requested and only store this data for the period allowed by law or for its use.

Purchase of season tickets

- Personal data collected: name, surname, address, date of birth, e-mail address, telephone number (landline and/or mobile).
- Data shared with third parties: yes. Season ticket holder data is stored and processed by CFF's systems, apart from personal cards for secondary school students.



- Purpose: to issue the personal season ticket, send letters/e-mails/SMS about season ticket renewal and send offers for marketing purposes (TPF, Frimobil, Mobilis or SwissPass only).

TPF webshop

- Personal data collected: name, surname, address, date of birth, e-mail address, telephone number (landline and/or mobile). SwissPass account login credentials.
- Data shared with third parties: yes. Season ticket holders' data is stored and processed by CFF's systems and a third party based in Switzerland.
- Purpose: to issue the personal season ticket, send letters/e-mails/SMS about season ticket renewal and send offers for marketing purposes (TPF, Frimobil, Mobilis or SwissPass only).

SMS tickets

- Personal data collected: mobile phone number.
- Data shared with third parties: yes. The mobile phone number is sent to the SMS ticket provider and to the transport operator.
- Purpose: to issue and charge for the ticket.

FAIRTIQ app

- [Privacy policy](#)

Inspection of tickets

- Personal data collected: name, surname, address, date of birth, e-mail address, telephone number (landline and/or mobile), identity document number, name of legal guardian.
- Data shared with third parties: yes. Shared with the national register of fare dodgers, which is managed by CarPostal in partnership with cantonal governments.
- Purpose: implementation of the protocol for reporting violations of Article 57, Section 3 of the Federal Passenger Transport Law ([LTV ; RS 745.1](#)).

Website

- Personal data collected: IP address of the requesting computer, date and time of connection, web page from which the connection was made, search term used (if applicable), the name and URL of the file viewed, searches made (timetables, site's general search function, products etc.), your computer's operating system (provided by the user agent), browser used (provided by the user agent), type of device if accessed from a mobile phone, transfer protocol used.
- Data shared with third parties: yes. With advertising or analysis platforms (for example Facebook or Google).
- Purpose: usage statistics and targeted advertising.



How are tracking tools used?

When you access our website, pseudonymised user profiles are created and small text files (cookies) are stored on your computer. The information generated by cookies about your use of this website is sent to the servers of the providers of these services where they are stored and processed for us. In addition to the data specified above, we obtain the following information:

- The click path used by visitors to our site
- The time spent on the site or on different pages
- The page from which the user leaves the site
- The country, region or city from which the site was accessed
- The device used (type, version, colour intensity, screen resolution, height and width of the browser window)
- Whether it's a regular user or a new visitor

This information is used to analyse website traffic.

Travel bookings

- Personal data collected: name, surname, address, date of birth, e-mail address, telephone number (landline and/or mobile).
- Data shared with third parties: yes. This data is sent to Railtour/Frantour.
- Purpose: to issue tickets and send offers for marketing purposes (TPF only)

Vintage Train bookings

- Personal data collected: name, surname, address, e-mail address, telephone number (landline and/or mobile).
- Data shared with third parties: no. This data is stored in an external booking system.
- Purpose: to issue tickets and send offers for marketing purposes (TPF only)

FriPass purchases

- Personal data collected: name, surname, address, e-mail address, telephone number (landline and/or mobile).
- Data shared with third parties: no. This data is stored in an external booking system.
- Purpose: to issue tickets and send offers for marketing purposes (TPF only)

Competitions

- Personal data collected: name, surname, address, date of birth, e-mail address, telephone number (landline and/or mobile).
- Data shared with third parties: see competition terms and conditions.
- Purpose: to contact the competition winner(s) and send offers for marketing purposes (TPF only)



Video surveillance

- Personal data collected: images.
- Data shared with third parties: yes. In accordance with the law and upon request from law enforcement authorities, subject to a warrant.
- Purpose: to protect staff, passengers, customer and visitors from assault and anti-social behaviour / to protect items of value / to prevent damage to property / to count passenger number to ensure safe operations.

How long is your data kept for?

Data is deleted as soon as it is no longer required for the purposes for which it was collected (for example, in the case of a contract). Data may be blocked rather than deleted if factual or legal obstacles prevent its deletion (for example, legal retention obligations).

Changes to this data protection statement

We reserve the right to make changes to this data protection statement at any time and at our sole discretion. Please regularly review this statement.

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