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1 - USE OF INFORMATION

The information which You provide on the website www.voyages-sncf.com enables Voyages-sncf.com and its partners (SNCF and subsidiaries delivering tourism services) to process and fulfil Your orders. Pursuant to Article 32 of the French data protection Act of 6 January 1978 called "Information Technology and Civil Liberties", information which is essential for Voyages-sncf.com and its partners to process and fulfil orders is marked with an asterisk on the website.

Other, optional, information requested is designed to improve understanding of Your needs and so improve the services offered to You, while protecting Your security. Information collected by Voyages-sncf.com is also passed on to SNCF and its subsidiaries.

Users of this Website are offered a free "Newsletter", containing information to help you use the Website and highlighting information about new features and the best current offers.

Unless You refuse, under the conditions set out in this Privacy Charter, if You buy rail products, Voyages-sncf.com may send You information by email, particularly in the Newsletter, enabling You to learn more about the Website and use it to benefit from promotional offers for rail products.

Pursuant to the French data protection Act (on "Information Technology and Civil Liberties"), We offer site users who no longer wish to receive the Newsletter the option to unsubscribe with a single click.

2 - RIGHT TO REFUSE

Pursuant to the French data protection Act no. 78–17 of 6 January 1978, You have a right to refuse which You may exercise:

- either by writing to Voyages-sncf.com Customer Services Department, at 2 Place de la Défense - CNIT 1 - BP 440 - 92053 Paris La Défense Cedex;
- or by completing the electronic form under the "Help" heading ("Contact Us" box) on this website.

You may also exercise Your right to unsubscribe from the Newsletter:

- By clicking on the *unsubscribe* link at the end of the Newsletter. Please note that Your request is registered only if You receive a message of confirmation. If this is not the case, You may write to Customer Services, 2 Place de la Défense - CNIT 1 - BP 440 - 92053 Paris La Défense Cedex or complete the electronic form under the "Help" heading ("Contact Us" box).
- If You have unsubscribed from the Voyages-sncf.com Newsletter, You may make new reservations and place new orders on the Website using the same email address without receiving any further Newsletters, unless You expressly ask for them.

3 - RIGHT TO ACCESS, MODIFY AND DELETE

Pursuant to Articles 38-40 of the French data protection Act, No. 78-17 of 6 January 1978, You have a right to access, modify, correct and delete any of Your personal information. You may exercise this right.

- either by writing to Voyages-sncf.com Customer Services Department, at 2 Place de la Défense - CNIT 1 - BP 440 - 92053 Paris La Défense Cedex
- or by completing the electronic form under the "Help" heading ("Contact Us" box) on this website.

- Otherwise, if You have a client account, You may modify, correct or update any information contained in Your account under the heading "My Personal Information".

4 - COOKIES AND WEBSITE BROWSING

Pursuant to Articles 38–40 of the French data protection Act, No. 78-17 of 6 January 1978, You have a right to access, modify, correct and delete any of Your personal information. You may exercise this right.

Certain non-personal information may be collected as You browse the Website, such as your browser version (Chrome, Firefox, Safari, Opera, Internet Explorer, etc.), your operating system (Linux, Windows 98, Mac Os, etc.) and the IP (Internet Protocol) address of the device (PC, smartphone, tablet etc.) You are using.

In addition, cookies may be installed in your computer while you browse the Website and may simplify your browsing and improve user-friendliness at the interface between the Website and your computer. Only the originator of a cookie may read or modify the information which it contains.

You can accept or refuse the installation of cookies on your computer under the conditions set out at section 4.2 below.

If you refuse or delete certain cookies which are necessary for the operation of the Website, this may prevent you from accessing essential services, such as making reservations, purchasing a service, or accessing your personal account. Where applicable, We disclaim liability for the consequences of impaired operation of services on this Website resulting from inability to use cookies which are necessary for their operation and which You have refused or deleted.

Cookies may also be included in the Website's advertising spaces, which include material from advertisers.

Accordingly, information concerning your device's browsing of the Website may be recorded by cookies used for advertising purposes, subject to any choices You have communicated in relation to cookies, which You may modify at any time under the conditions set out at section 4.2 below.

4.1 - PURPOSE OF COOKIES

To help You decide on Your preferences in relation to protection of privacy and experience of navigating our Website, the cookies which We manage on Our Website may be used for the following purposes:

- to establish statistics and volumes of traffic and use of the different Website elements – headings and content visited and pathways – enabling us to improve the usefulness and user-friendliness of the services explored on the Website;
- to quantify the number of advertisements displayed on the Website, to identify the advertisements and the number of times each is displayed, the number of users who click on each advertisement, and any further action taken by these users on the sites to which the advertisements lead, in order to calculate the sums due to the members of the advertising dissemination chain – communications agency, advertising network, dissemination site/channel – and to establish the relevant statistics;
- to adapt the presentation of the Website to suit the preferences associated with your device, such as language, display resolution, or operating system;
- to adapt the advertising content displayed on your device, according to its browsing of our Website and/or according to the personal information which You supplied to us;
- to store information relating to a form which You have completed on the Website (i.e. registration or access to your account) or to products, services or information which You have chosen on the Website (such as the content of a basket of orders);
- and to allow You to access restricted areas of the Website, using the identifiers chosen when You created your personal account.

If You share your device with a third party

If your device is used by several people, or if it has a number of different web browsers, We cannot be certain that the services and advertising content displayed on the device when you visit the Website reflect your own use of the Website and not that of another user of the device.

Where this is the case, the shared use of the terminal and the configuration of the cookie-related settings of the browser used are your choice and your responsibility.

Cookies originating from third parties

When You browse the Website, cookies issued by third party companies may be installed by them on your device, subject to any choices which You may have made previously, or may make at any time, under the conditions set out at Section 4.2 below.

The installation and use of cookies by third parties are governed by their privacy protection policies. We nevertheless provide You with information on the purpose of cookies which We know about and the ways You can manage preferences relating to such cookies and to their originators.

While active, cookies installed by third parties may enable the third parties:

- to quantify the number of advertisements displayed on the spaces on Our site, to identify the advertisements displayed and the number of users who click on each advertisement, and thus enable them to calculate the resulting sums due and to establish statistics;
- to recognise your device when you subsequently browse any other website or Internet service on which the third parties also issue cookies and, as the case may be, to adapt these third party sites and services or advertisements displayed on them in the light of their knowledge of your device's browsing history;
- to adapt the presentation of the contents of these third party sites or services to suit the preferences associated with your device, such as language, display resolution or operating system used;
- to store information relating to a form which You have completed for these third parties (i.e. registration for one of their services), or relating to products, services or information which You have chosen from the relevant third party (such as the content of a basket of orders).

4.2 HOW TO MANAGE COOKIE PREFERENCES

Manage cookie preferences directly on your own device

You can authorise or refuse the installation of cookies on your device using the appropriate settings for your Internet browser. Note that the configuration of each browser is different. You will find setting information in your browser's help menu, which will enable You to learn how to change Your cookie preferences; as examples, we have provided help links below for the most popular browsers:

- Internet Explorer™: <http://windows.microsoft.com/en-US/windows-vista/Block-or-allow-cookies>
- Safari™: <http://support.apple.com/kb/PH5042>
- Chrome™: <https://support.google.com/chrome/answer/95647?hl=en&hlrm=en>
- Firefox™: <https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- Opera™: <http://help.opera.com/Windows/10.20/en/cookies.html>

Manage cookie preferences on-line on cross-sector Internet platforms

You can connect to the Youronlinechoices website, set up by digital advertising professionals who are members of EDAA (European Digital Advertising Alliance).

This will allow You to find out about the organisations registered with the platform which offer You the opportunity to accept or refuse the cookies which they use to adapt to the browsing information they hold the advertisements which may be displayed when your device connects to on-line services on which they place cookies: <http://www.youronlinechoices.com>

This European platform is shared by hundreds of digital advertising professionals. It constitutes a central interface allowing You to communicate Your preferences in relation to cookies which may be used for adapting advertisements displayed on your device in the light of its browsing history. Note that this procedure does not prevent the display of advertisements on websites which You visit. It blocks only the technologies which allow advertisements to be adapted to your device's browsing and to Your particular interests

5 - OTHER COMMUNICATIONS

Users may receive communications from the Voyages-sncf.com website in the following circumstances:

- Creation of a client account: You will receive a welcome email containing your user name and password.
- Request to close the account: the user will be sent an email notifying the closing of the account.
- Purchase of travel, reservation, or cancellation: for any reservation, purchase, change or cancellation of a travel reservation, You will receive confirmation by email.
- Competitions: Voyages-sncf.com may organise games and competitions and may send You a newsletter enabling You to sign up and participate after you accept the rules. If You sign up to these games and competitions, Voyages-sncf.com may send You an email concerning your participation.
- Request for help or submission of questions/suggestions: Voyages-sncf.com replies by email to users who request help to check orders, connect to the Website or access their account.
- Emails: After signing up for games or competitions, and giving prior permission, You may from time to time receive commercial offers from third party partners of Voyages-sncf.com.

6 - PROTECTION OF PERSONAL INFORMATION

Voyages-sncf.com recognises and respects the trust of users who connect to the Website to organise and purchase travel, and is careful to protect the information which it receives. In order to ensure data security, it has put in place a programme to protect data stored in its systems.

Voyages-sncf.com's information systems benefit from data encryption and software protection.

7 - PARTNERS' SITES AND SOCIAL NETWORKS

By means of hyperlinks present on the Website, the user may access the sites of partners who are not governed by these data protection rules. Users are therefore advised to acquaint themselves with the rules applying to the use and disclosure of information which they communicate to these sites.

In addition, the Website uses social network plug-ins, particularly including Facebook, Twitter, LinkedIn and Google+, (jointly referred-to hereafter as 'Social Networks').

If You interact using these plug-ins, for example by clicking on 'Like' or 'Share', information related to your browsing of the Website and your membership of these networks will be sent to and recorded on a server of the company which runs the Social Network in question and shared according to the settings of your Social Network user account, in accordance with the conditions for use of the Social Network in question.

If You would prefer not to allow a Social Network to link information collected through the Voyages-sncf.com website to the Social Network user account, You should disconnect from the Social Network in question before visiting our Website. The use of these plug-ins is however controlled by the Social Networks and is exclusively subject to the rules of the Social Network of which You are a member.