

## Privacy statement for GVB app

If you install and use the GVB app on your mobile device, GVB processes your personal data via the app. Some personal data are required in order for the app to work properly. For some personal data, you may decide whether or not you want to provide that data in the app. We specify below which personal data we use and for what purpose when you use the GVB app.

### For what purpose does GVB use your personal data?

GVB processes your personal data to allow the app to function as optimally as possible, so we can support you during your trip, and so you can use all the facilities which the app offers. In this way, we are able to provide you with travel advice and send you notifications about delays and changes to your planned trip, and you are able to purchase travel products in the app. With the Virtual stop assistance function, we use your data to provide advice on the accessibility of stops and stations tailored to your personal situation. We also collect personal data to observe the use of the app and to be able to continuously improve the app and adapt to the wishes of the app users.

### What personal data does GVB process?

If you use our app, the personal data we use in any event are the screen resolution and operating system of your device, your IP address and search history of stations, and keys which we can use to identify your device. Additionally, you may opt to share your location so that we may, for example, see where you are so we can display the closest bus/tram/metro stop to you. You may also opt to receive from us various messages and notifications, such as Alerts about delays and changes to your planned trip.

You can purchase travel products in the app, such as a ticket with a barcode. We do not process your payment details in the app for the purchase of these products because the payment of a travel product is arranged completely outside the app.

### Basis for processing

Your personal data is processed on the basis of consent. You give permission to GVB to process your personal data when you install and use the app on your mobile device. As stated above, the processing of some personal data is necessary in order to be able to offer you certain facilities in the app, but for some services — such as receiving an Alert — you may decide whether or not you want GVB to process your personal data.

You may withdraw the consent you have given at any time. If you no longer want GVB to process your personal data via the app, you must delete the app from your device. You may also withdraw specific consent for certain components, e.g. if you no longer wish to receive Alerts or if you no longer want GVB to save your preferred stops.

### Retention period

We save your personal data only insofar as it is strictly necessary to do so. We save your current location data for one (1) day and we save your personal data which you enter when purchasing a travel product via the app for 15 minutes only. We save the other data for as long as the app is on your phone, so that you don't have to set up everything again the next time you use the app. As soon as you withdraw your consent for the use of certain personal data, the data will be deleted. The data used for the Virtual stop assistance function is only stored locally in the app. When this function is disabled, the data will be deleted.

### With whom do we share your data?

GVB does not sell personal data to other parties.

Sometimes, however, GVB does have to provide your personal data to other parties. Some examples of these are the Dutch Tax and Customs Administration pursuant to legislation and regulations or in judicial procedures or proceedings before the Public Transport Disputes Committee for the substantiation of our position. These other parties are, themselves, responsible for the use and processing of the personal data received. GVB provides only required data to these third parties.

We make use of various third-party services so that you can use the app as optimally as possible. Examples of such use are:

- The receipt of travel advice via the app;
- The use of the map to indicate where you want to go;
- The purchase of a barcode ticket;
- The issuance and validation of a barcode ticket;
- An app analysis program which helps us improve our service provision, with the goal of further optimising this service and making it more user-friendly. GVB always sets as default the most privacy-friendly settings, so that there is only a limited impact on your privacy;
- A crash analysis program which registers possible bugs and error messages.

These third parties are each designated as a processor, and we have concluded a processor agreement with each processor.