

Privacy Policy of RailMonsters.com

I. What Kind of Data Do We Collect?

1. Automatically Generated Website Visitor Information

- When you visit RailMonsters.com, our servers automatically record information sent by your browser. This data may include your IP address, browser type and version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages, and other statistics.

2. Data Provided by You / User Accounts

- When you create an account or book a ticket on RailMonsters.com, we collect information you provide, such as your name, passport details in some cases, email address, physical address, phone number, and payment information. This information is necessary to process your transactions and provide our services.

3. Logging in with Facebook Connect

- If you choose to log in to RailMonsters.com using Facebook Connect, we will receive your public profile information, including your name and email address, as permitted by your Facebook profile settings.

4. Newsletter and Marketing Emails

- If you subscribe to our newsletter or marketing emails, we collect your email address to send you promotional materials. You can opt-out at any time by using the unsubscribe link in these emails.

5. Cookies, Web Beacons, and Similar Technology

- We use cookies and similar tracking technologies to track activity on our Site and hold certain information. Cookies are files with a small amount of data, which may include an anonymous unique identifier.

6. Retargeting

- We use retargeting services to advertise on third-party websites to you after you visited our Service. We and our third-party vendors use cookies to inform, optimize, and serve ads based on your past visits to our Service.

7. Conversion Tracking

- We utilize conversion tracking to measure and improve the effectiveness of our advertising campaigns. This involves tracking actions you take after clicking on our advertisements.

8. Web Analytics and Statistics / Google Analytics

- Our website uses Google Analytics, a web analytics service provided by Google, Inc., to collect, monitor, and analyze web traffic and user interactions to improve our Service.

9. Social Plugins

- Our website includes social media features, such as the Facebook Like button and Widgets. These features may collect your IP address and which page you are visiting on our Site, and may set a cookie to enable the feature to function properly.

10. Data Breaches

- In the event of a data breach, we will take immediate steps to mitigate the breach's impact and will notify you and any applicable regulators as required by law.

II. RailMonsters.com App

1. Additional Use of App-Specific Data

- Our mobile applications for Android and iOS may collect additional data to enhance your user experience. This includes geolocation data (if granted permission) to provide location-specific services and push notifications for updates and promotions (if opted-in).

2. Statistics and Analytics

- We use analytics tools in our apps to gather data on app usage patterns, feature popularity, and app performance. This helps us improve app functionality and user experience.

3. Push Messages

- Users who opt-in for push notifications will receive updates, alerts, and promotional messages. You can manage your push notification preferences in the app settings.

4. Retargeting in Apps

- Similar to our website, we use retargeting tools within our apps to show personalized advertisements based on your app usage.

III. With Whom Do We Share Your Data?

1. Data Processing by Our Subsidiaries

- We may share your information with our subsidiaries for operational purposes. This sharing is governed by the same security and privacy standards as RailMonsters.com.

2. Data Transmission Related to Bookings

- When you make a booking, we share relevant information with:
 - **Transportation Providers:** To fulfill your travel arrangements.
 - **Payment Providers:** To process your payments securely.
 - **Accommodation Providers:** If your booking includes accommodation.

3. Other Service Providers

- We may employ third-party companies and individuals for facilitating our Service (e.g., maintenance, analysis, audit, marketing).

4. Recipients Outside of the EU

- We transfer personal data outside the EU in compliance with international data protection laws, ensuring that your privacy rights continue to be protected.

IV. Purposes and Legal Basis of Data Processing

- We process your personal data for various purposes such as fulfilling service requests, improving our platform, and complying with legal obligations. Our processing is based on several legal grounds, including your consent, the necessity to fulfill contracts, and our legitimate interests.

V. Rights of the Data Subject, Right to Lodge Complaints, Right to Object; Changes to This Policy

- As a data subject, you have rights regarding your personal data, including the right to access, correct, delete, and restrict its processing. You also have the right to lodge complaints with a data protection authority and to object to certain types of processing.

VI. Data Security and Storage

1. Security Measures

- We implement robust security measures to protect your data from unauthorized access, disclosure, alteration, or destruction. These measures include encryption, firewalls, and secure server facilities. Despite our efforts, no method of transmission over the Internet or method of electronic storage is 100% secure.

2. Data Retention

- Your personal data is retained only for as long as necessary to fulfill the purposes for which it is collected, including for the purposes of satisfying any legal, accounting, or reporting requirements. After this period, your data will be anonymized or securely deleted.

VII. International Data Transfers

1. Transfer Mechanisms

- Your information may be transferred to, and maintained on, computers located outside of your jurisdiction where the data protection laws may differ from those in your jurisdiction. We will take all steps reasonably necessary to ensure your data is treated securely and in accordance with this Privacy Policy.

2. Safeguards

- In cases of international data transfer, we apply suitable safeguards such as standard contractual clauses approved by the European Commission or other relevant authorities to ensure the protection of your personal data.

VIII. Children's Privacy

1. Age Limitations

- Our Service is not intended for individuals under the age of 16. We do not knowingly collect personally identifiable information from children under 16. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

2. Parental Consent

- If parental consent is provided, we may collect and use information from children under 16 as part of the travel booking process, in accordance with this policy, when a parent for example provides us information for a booking of a train ticket or accommodation.

IX. Your Privacy Rights

1. Access and Control

- You have the right to access the personal information we hold about you and to request that we correct, update, or delete it.

2. Deletion and Portability

- You may also have the right to request the portability of your personal data and to ask for its deletion, except where we are required to retain it by law or for legitimate business purposes.

3. Opt-out and Unsubscribe

- You can opt-out of marketing communications at any time by using the unsubscribe links in the emails or updating your preferences in your account settings.

X. Consent and Withdrawal

1. Granting Consent

- By using our Services, you consent to our collection, use, and sharing of your data as outlined in this Privacy Policy.

2. Withdrawal of Consent

- You have the right to withdraw your consent at any time, but this will not affect the lawfulness of the processing based on consent before its withdrawal.

XI. Legal Compliance and Cooperation with Authorities

1. Law Enforcement Requests

- We may disclose your information to law enforcement, government officials, or other third parties if compelled to do so by court order, legal process, or as required by law.

2. Legal Obligations

- We comply with legal obligations related to data retention and cooperate with authorities in accordance with applicable law.

XII. Updates to the Privacy Policy

1. Notification of Changes

- We reserve the right to update or change our Privacy Policy at any time. We will notify you of any changes by posting the new Privacy Policy on this page and/or by updating the "effective date" of the new Privacy Policy.

2. Review and Acknowledgment

- You are advised to review this Privacy Policy periodically for any changes. Your continued use of the Service after the posting of any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

XIII. Contact Information

1. Contact Details

- For any questions about this Privacy Policy, please contact us at legal@railmonsters.com

XIV. Consent to Data Processing in Third Countries

Transfer of Data to Third Countries

- By using our Service, you acknowledge and consent to the transfer of your information to data processing facilities in countries outside of your home country, which may have different data protection rules than in your country.

Safeguard Measures

- We ensure that any transfer of data outside your country is accompanied by adequate safeguards, such as standard contractual clauses or privacy shield frameworks, where applicable.

XV. Data Protection Officer

Contact Details

- We have appointed a Data Protection Officer to oversee compliance with data protection laws. For any questions related to privacy, you can contact the Data Protection Officer at legal@railmonsters.com.

XVI. Complaints and Concerns

Filing Complaints

- If you have concerns or complaints about your privacy or data use, you may contact our Data Protection Officer. You also have the right to lodge a complaint with a data protection authority in your country or region.

XVII. Automated Decision-Making and Profiling

Use of Automated Systems

- We do not use automated decision-making processes, including profiling, which would have legal effects or similarly significantly affect you, without human intervention.

XVIII. Changes to This Privacy Policy

Updates and Revisions

- This Privacy Policy may be updated or revised periodically. We will notify you of significant changes by posting the new policy on our website or through other communication channels.

XIX. Acknowledgement and Consent

Acceptance of Terms

- By using our Services, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.

Withdrawal of Consent

- You may withdraw your consent to our data processing practices at any time. However, this will not affect the lawfulness of processing based on consent before its withdrawal.

XX. Contact Us

Queries and Requests

- For any further queries or requests related to your personal data, please contact us using the contact information provided on our website or directly send an email to legal@railmonsters.com.

Effective Date: 14th of February 2023