



# CONFIDENTIALITY CHARTER

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## 1. Use of Data

The information you supply on the [www.artesia.eu](http://www.artesia.eu) website (the “Site” or the “Artesia Site”) allows to process your requests. In accordance with Article 32 of the Data Confidentiality Act (Loi Informatique et Libertés) of 6 January 1978, the data that is essential for Artesia to process your orders is indicated by an asterisk in the Site pages.

The other information requested, which is optional, is intended to provide Artesia with better knowledge of users and thereby to improve the services provided to them, whilst ensuring its security.

More specifically, the Artesia Site offers free of charge to Internet users an information service dedicated to travel industry professionals (accessible by clicking on the “Business Section”) and a press package for journalists (accessible by clicking on “Media Section”). To access the information of these two sections, it is necessary to sign up on line, after clicking on the “Business” or “Media” section).

In accordance with the Data Confidentiality Act, we give Internet users who no longer wish to receive this information the option of unsubscribing at a mere click.

Furthermore, in order to collect possible complaints from Internet users, it is possible for individual and travel agents alike to fill out on line, a claims form, and then to print it out and send it by mail (service accessible from the “Customer Service” section).

If you have bought rail travel products from the partner sites Voyages-sncf.com and/or Trenitalia.it, Voyages-sncf.com and/or Trenitalia.it may send you, by regular mail, electronic mail or both, information about and help in using their respective internet site, promotional offers for railway products and offers for non-rail products. Artesia has no responsibility for the processing of you data on those sites.. If you wish to object to the use of your personal data on those sites, you must exercise that right directly with the administrator of the site(s) concerned.

## 2. Right to Object

In accordance with the Loi Informatique et Libertés of 6 January 1978 (the French Data Confidentiality Act), you have the right to object to the use of personal data and can exercise it by sending a letter to Artesia at 24, rue de Londres 75009 PARIS or an e-mail to the [web@artesia-rail.com](mailto:web@artesia-rail.com).

To unsubscribe from the Business section and/or the Media section, the right to object can also be exercised by sending an e-mail to a dedicated address at [web@artesia-rail.com](mailto:web@artesia-rail.com) using the e-mail address given on the page accessing the Business section and/or the Media section.

## 3. Right to Access, Alter, Correct and Delete Personal Data

In accordance with the Data Confidentiality Act, you have the right to access, alter, correct or delete data pertaining to you (Articles 38 to 40 of the Loi Informatique et Libertés of 6 January 1978). You can exercise this right by sending a letter to Artesia at 24, rue de Londres 75009 PARIS or an e-mail to [web@artesia-rail.com](mailto:web@artesia-rail.com).

## 4. Messages from the Artesia Site

Users may receive e-mail messages from the Site in the following cases:

- **Registration as a member of the Business or Media sections:** the new member receives a welcoming mail.
- **Request for closing the Business Section or Media Section account:** customer receives a notification of closure of account.
- **E-mail service:** in his/her relationship with the Site, particularly on the occasion of games or contests, the User may be offered an additional electronic communication medium: promotional e-mails. These will propose to Internet users who have voluntarily subscribed to them and have therefore given their prior agreement, “spot” or one-off sales offers made by their Artesia partners, in particular Voyages-sncf.com and/or Trenitalia.it.

## 5. Data Protection

Aware of the trust shown by an Internet user when he/she connects to the Site, Artesia takes care to protect the personal information it collects. It does so thanks to a secure data program that it has implemented for the data stored in its systems.

## 6. Partner Sites

The User can, in the context of a search for or about a train ticket, access the sites of our partners, Voyages-sncf.com and Trenitalia.it. simply by clicking on “Je recherche” or on “Invia”. Those sites are not, however, governed by this Confidentiality Charter. The User is, therefore, advised to examine the rules covering the use and disclosure of personal data he/she supplied on those web sites.