Privacy Policy

Basic Information Data Protection

Manager	SOLUCIONES INFORMÁTICAS EUROPEAS S.L.
Purpose	Relationship management user service passenger transport.
Legitimation	Consent. Legitimate interest.
Recipients	Companies providing passenger transport.
Rights	You access, modify and delete data and other rights, as explained in the Additional Information.
Additional Information	Please see Additional and detailed information on Data Protection.

Additional Information

1. Treatment Responsible.

The personal data will be processed by the entity SOLUCIONES INFORMÁTICAS EUROPEAS S.L. (CIF B-80543119, Calle Porto Cristo, 8, Esc. Dcha., Bajo C, 28924, Alcorcón), from now SINFE, and by companies providing passenger transport, from now THE COMPANIES, when so required, depending on the contracted services through this website / App, acting, in both cases, as controllers.

The user may provide, on a voluntary basis, personal information either through certain forms of collection of data included in the different sections of the site or app, either through email addresses enabled to this effect. Providing any personal data through various forms and email addresses of this website / App implies acceptance and consent to their treatment under the terms stated in this privacy policy.

2. Purpose of processing of personal data.

Overall, the collection and processing of personal data is goals which are listed below:

1. To contact the user;
2. Attend and properly manage queries, comments,incidents; or suggestions forwarded
3. Managing basic administrative tasks;
4. Manage successfully buying tickets, transportation vouchers and / or other contracted services;
5. Provide additional services, improvements in our services and customer experience by making use of the Web / App.
6. Statistical analysis of visits to the Web / App and behaviors of its users in the same.
7. Properly manage navigation through this website.

3. Legitimacy.

The legal bases legitimizing the indicated treatments are the development and fulfillment of contracted services, the user consent and the legitimate interest of the company.

4. Recipients of personal data.

The data provided as result of the purchase of a ticket will be stored in SINFE and also be transferred to the enterprise systems. Both SINFE how THE COMPANIES are responsible for their confidentiality in the terms legally required, according to their specific privacy policies.

5. Rights of the interested parties.

Interested parties may exercise rights of access, rectification, deletion, opposition, portability and limited to addressing SINFE, upon request to our e-mail address established for this purpose: dpo@sinfe.net specifying the right you want exercise.

Any interested may at any time thereafter, under the terms established in the regulations on data protection force at any time, revoke the authorization granted for the processing of personal data.

The concerned shallen titled to make a complaint or claim with the Spanish Data Protection Agency(www.agpd.es)and to the Data Protection Officer (dpo@sinfe.net).

The user, in any case, the veracity of the data provided, SINFE the right to deny service to any user who has provided false information, without prejudice to other actions stipulated by law. The user is responsible for communicating any changes to the personal data.

6. Retention time data.

Only store personal data of users to the extent that need in order to use according the purpose for which they were collected, according the legal basis the processing thereof. Keep personal data while there a contractual and / or commercial relationship with the user and while he does not exercise the right of withdrawal, cancellation and / or limiting the processing of personal data.

In these cases we keep duly blocked data, without giving any use, while they may be required for the exercise or defense of claims or may derive some form of judicial, legal or contractual responsibility for their treatment, which should be addressed and which is necessary recovery.

SINFE shall comply current regulations regarding the duty of cancellation of the personal information that you no longer necessary for the purpose or purposes for which it was collected, blocking it, in order to meet potential liabilities derived from the processing of data, and only during the periods of limitation of such responsibilities. Once these periods expire, that information will be permanently removed using safe methods.

7. Information collected from visitors to the web.

Collect and store personal information and anonymous limited global statistics for all users who visit our website, either because we provide the user actively or because they find just browsing our website. The information we collect includes the address Internet Protocol (IP) device that uses the user, the navigation software used, operating system, date and time of access, the Internet address of the web by accessing the user and information about how use our website.

Use this information to find load time of our web, how it is used, the number of visits and the type of information that the user's query. This information helps identify whether the website works properly, and if detect failures or malfunctions, solve and improve the performance of our website to provide better service to all users.

In consideration of the above,collect usage data and navigation statistical and advertising purposes, to control the use of our website and improve knowledge about the user's interests.

8. Minors.

All children under 16 years should not send any personal information without the consent of their parent or guardian. SINFE is not responsible for any personal information sent by children under 16 years without the appropriate authorization.

9. Security.

SINFE has adopted the security levels of protection of personal data required by current regulations, depending the type of information processed and has implemented other additional technical means and measures at its disposal to prevent alteration, loss, or unauthorized access the personal data. SINFE guarantees that has taken appropriate security measures to ensure information security and confidentiality of the data you send us online. To do so, security technology Secure Socket Layer (SSL) encryption system that allows the information you send us, avoiding reading even if it is used inappropriately intercepted.server SINFE is certified, so that your browser can confirm the identity of SINFE before any transmission is sent. This certificate guarantees the identity of destination computer to which data is being sent. You can recognize that the SSL security is operational by the appearance of a padlock icon at the bottom of most browsers. Ifclick on this icon the certificate associated with the security connection will appear. Notwithstanding the foregoing, the user should be aware that Internet security measures are not impregnable.

10. Cookies.

Access to this website may involve the use of cookies. Cookies are small amounts of information that are stored in the browser used by each user for the server remember certain information that can be used later. This information can identify you as an individual user and save your personal preferences and technical information such as visits or specific pages you visit.

Users who do not wish receive cookies or want be informed before they are stored on your computer,can configure your browser to that effect.