

QATAR RAIL PRIVACY NOTICE

Published on Nov 2018

Overview

When you use Qatar Rail's services, we are committed to protect your personal data.

We require our employees, suppliers and partners to maintain confidentiality in accordance with current Qatari law.

"Personal Data" means any information relating to an identified or identifiable natural person.

This privacy notice sets out the basis on which we process any Personal Data we collect from you, or that you provide to us.

When is my personal data collected?

This Privacy Notice applies to all Personal Data we gather or use in connection with your relationship with us:

- As a customer or potential customer of the Networks (when answering a survey, registering, creating an online account), when you use our Website, or our Mobile Apps,
- When you use services provided by us or others acting on our behalf (including when you travel with us) and when you interact with us (by email, telephone or through social media).

We may also collect Personal Data of your relatives where you disclose Personal Data on their behalf (e.g. when you are subscribing for a concessionary card for your child). Where the disclosure is in respect of a child's Personal Data, you must do so only as the parent or legal guardian of that child.

Why do we use your Personal Data?

We use your Personal Data for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention.

We use it to make your mobility easier, provide you with simplified automatic entry, alerts based on your journeys, services located where you live and work and promotions.

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We may share your Personal Data with the police and other law enforcement agencies for security purposes.

We may forward Personal Data to our service providers or public institutions or third parties as required by law.

Who has access to your Personal Data?

We use security measures to protect your personal data against manipulation, loss, destruction, as well as unwarranted access to your data. This includes having appropriate technical and organizational arrangements to secure your information when it is collected, processed and stored by us or on our behalf.

We will never send an unsolicited message asking you to provide your password, financial details or other sensitive information by email or through a link.

Updates, deletion, and correction of Personal Data

Should you want access to your personal data registered with Qatar Rail, you can contact us by using our [contact form](#) or sending us an email to metrotram@qr.com.qa.

In accordance with the Qatari Law No 13 of 2016, you are entitled to information concerning which of your Personal Data we handle. If the data is incorrect or misleading, you are entitled to request that we correct,

block or delete these data. Furthermore, at any time, you can object to any further handling of your Personal Data.

Children

Except for required passenger details, we do not intentionally gather Personal Data about children. We are not able to identify the age of persons who access and use our Website or Mobile Apps. If you believe we have inadvertently collected Personal Data about your child or if the child has provided us with Personal Data without parental or guardian consent, the parent or guardian should contact us, and we will erase the Personal Data and where relevant unsubscribe the child,

Retention

We will retain Personal Data for as long as it is necessary to fulfil the purpose for which it was collected, the legal or business purposes of Qatar Rail and as required by relevant laws.

Third-party sites

Privacy Policy

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Our Website and Mobile Apps may contain links to enable you to visit third-party websites and mobile applications which are governed by their own privacy policies. Please note that we are not responsible or liable for the content and the protection of any information provided on those sites.

Update

This Privacy Notice can be changed over time to comply with the Qatari laws or to meet our changing business requirements. The most up-to-date Privacy Notice can be found on our website.