



Why does Eurostar collect passenger information ?

Data will be collected for and processed by Eurostar for the following purposes:

- Compiling a passenger manifest (to be used in case of accidents);
- Disruption communication (sent via text and/or e-mail); and
- Sending tickets to passengers (where data is entered on eurostar.com and the passenger requests an electronic ticket from EIL).

Passengers won't be able to receive a copy of their ticket until the data has been provided to Eurostar (either directly by the passenger or indirectly via the Agent).

When will Eurostar use the collected data to communicate with travellers?

Eurostar will communicate with all the travellers only during unplanned disruption situations (i.e. from 72 hours prior to departure) on all the situations described below ("accidents" and "disruptions"). In addition, Eurostar will simultaneously send its agents and distributors an example message for coordination purposes.

- an "accident" is any event which results in death or personal injury to any person during any part of a Eurostar journey (including at stations) or as a consequence of the action or inaction of Eurostar.
- a "disruption" includes the following circumstances: any disruption, planned or unplanned, which will have a detrimental effect on the customers' Eurostar journey.

This includes:

- Cancellation;
- Re-accommodation (can be related to the above, but can also be because of equipment changes, broken air-con in a coach etc.)
- Time changes (e.g. rescheduling due to engineering works, single-line working etc.);
- Amended timetable (e.g. due to snow and closely related to cancellations and re-accommodations);
- Re-routing (e.g. Brussels trains only going as far as Lille during strikes etc.)
- Delays;
- Missed connection (related to the above but has a wider impact than simply our services);
- Customer Care (e.g. metro strike in Paris tomorrow, Eurostar services running normally).

Will Eurostar collect passport numbers ?

The data needed currently is the First/Last names of the passenger(s), contact information (email and/or mobile phone number) and the First/Last names of the infant <4 if applicable (1 infant allowed per adult). We will collect Advance Passenger Information (passports, date of birth, nationality, etc.) only when required for regulatory compliance.



How will the data be processed ?

The data will be processed as follows:

- Eurostar will collect and process all data in accordance with applicable Data Protection Laws.
- Eurostar will store the data in a standalone database separate from commercial information. Access to the data will be restricted to a limited user group within Eurostar. The data will not be used for marketing purposes.
- When a passenger completes their journey without incident the data will be deleted 2 days after the passenger completes the return leg of their journey. Where there is an accident or disruption which affects the passenger's journey the data will be kept for a proportionate time to enable Eurostar to respond to the incident. Some data may be anonymised and retained by EIL for statistical purposes.

Is it possible to change passenger names if the booking has been already populated? If so, are we going to require fees?

Name change is not allowed for individual bookings (i.e. bookings with less than 9 travellers). For group bookings, an update on the new process will be provided before December (Q4 2016).

Will it be possible to print a ticket at the station even if the passenger information has not been provided?

From April to December 2016, it will be possible at the Eurostar stations (SSTs or desks).

From December 2016, it will be mandatory to provide passenger information before being allowed to print any Eurostar ticket.

Connections

How will I print French provinces? We are currently studying solutions to enable electronic tickets (P@H for instance) for all of our connections, including French provinces, from December 2016. The next version of the FAQ will present the conclusion of the studies.