

Personal Information and Privacy

This policy sets out how Train Information Services Limited (TISL) uses and protects any personal information that is collected when you register to use National Rail Enquiries services.

You will be asked to submit personal information about yourself in order to receive or use National Rail Enquiries services. By entering your details in the fields requested, you enable TISL and its service providers to provide you with the services you select.

Whenever you provide such information, we will treat that information in accordance with this policy. TISL may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 17/09/2014.

When you supply personal information to TISL we have legal obligations towards you in the way we use such data. We must collect the information fairly and tell you if we want to pass the information on to anyone else. Any information you provide will only be used within National Rail Enquiries and by its agents, service providers and the train operators. Your information will also be disclosed where required by law.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. You may request details of personal information which we hold about you under the Data Protection Act 1998.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible and will promptly correct any information found to be incorrect.

If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide personal information.