

Your privacy with



When do we capture your data?

What exactly do you share with us?

Why do we do this?



Browsing our website or mobile apps

Your IP address, information on your demographic, plus information on how you browse online (all of which is anonymous).

We use this data to help inform decisions on how we improve our digital channels.



Signing up for our eNewsletter

Your name, email address, DoB, mobile number, home address, plus any other information on your travel habits.

We use this information to personalise the type of emails we send you.



Travelling on our trains or visiting our stations

We capture and monitor CCTV and body cam footage. Our Revenue Protection team may also capture personal details in certain cases.

We use this to ensure the safety and security of all our passengers and staff.



Accessing our station Wi-Fi

We capture only your email address as a unique identifier (as well as any other fields you may wish to submit as part of our eNewsletter sign up).

This allows our system to automatically log you in to the Wi-Fi service when you next use our network.



Contacting our Customer Relations team

We capture any data relevant to your complaint/query/feedback.

This data is only used in order to deal with your request and will not be used for any other purpose unless consented by you.



Entering a competition

We capture any data necessary in order to notify winners of our marketing competitions.

We only use this data to contact winners and to enable us to deliver prizes. All data is safely destroyed afterwards.



Buying tickets

We capture data such as name, DoB, email and home address, as well as method of payment, when issuing specific passes.

This is required when issuing you a ticket, and also enables us to process future renewals.