

Regional Lines Open Payment conditions of use of the website

Applicable from 29 June 2020

1. Introduction

1.1 The « <https://openpayment.trans-landes.fr> » website is a secure site for all customers of the regional lines operated by the Trans-Landes SPL or the RRTL, using their contactless payment card to travel on the network lines.

1.2 The use of this site « <https://openpayment.trans-landes.fr> » requires the opening of a personal account. This site allows you to track all your validations and payments made with your contactless payment card on the network of regional lines operated by the SPL Trans-Landes and the RRTL.

2. Create a personal account

2.1 The use of the « <https://openpayment.trans-landes.fr> » website is subject to the creation of a personal account.

2.2 To create your personal account, you must complete the form with the following information : name, first name and email address. It is also possible to fill in your address and telephone number to be more easily contacted by the Trans-Landes SPL or the RRTL if necessary. A confirmation email is then sent to you with a link to activate your account.

2.3 Your personal account is protected by a password to secure access to it. This password must be a minimum of 8 characters, including a letter and a number. If you forget the password, it is possible to reset it from the website login page ("Forgot your password"). In this case, a confirmation e-mail is sent to your e-mail address in order to enable the reset procedure. Be sure to keep your username and password secret and take all necessary precautions to prevent unauthorized or fraudulent use of this information.

2.4 All information will be stored in the site database for the operations necessary to manage the site. In no case will this information be communicated to third parties or used for other purposes.

2.5 You can close your account at any time. In accordance with the General Data Protection Regulation (GDPR), all your data will be deleted. If the account is inactive for a period of 12 months, the account will be closed automatically.

3. Viewing Validations and Payments

3.1 To access the history of your contactless credit card receipts and payments, you must register on the site the payment card with which you traveled on the regional lines operated by the Trans-Landes LSP and the LRRTL. If you have not yet used your contactless payment card on the regional lines operated by the Trans-Landes SPL or the RRTL, you will not be able to register it in your account.

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3.2 For the registration of your contactless payment card, you must enter the PAN of your card (16 digit code). The « <https://openpayment.trans-landes.fr> » website does not save the PAN of your payment card. Only the anonymized PAN (compliant with bank security standards) is used and stored so that you can identify your payment card on the site. This anonymized NAP can also be requested in case of a claim. You will never be asked when your card will expire and what the cryptogram is. If not, this can be a malicious site, you should not continue the operation, and you should contact the Trans-Landes SPL or the RRTL. You can save multiple payment cards to your account, and delete those you no longer use.

3.3 When consulting your travels, you will have access to all of the contactless credit card validations you have carried out on board the regional lines operated by the Trans-Landes LSP and the LRRTL. Available data are : the date and time of validation of your contactless payment card, the validity period of your title, any correspondence and the price of the unit title that will be debited from your account.

3.4 If necessary, you can export (in PDF format) and edit on paper the validations and payments made with your contactless payment card.

3.5 In the event of a refund of one of your payments made by contactless payment card, the corresponding validation and sale will be removed from your account.

3.6 The « <https://openpayment.trans-landes.fr> » site keeps the history of your validations and payments for a period of 12 months. Beyond that, this information will be deleted automatically from your account.

4. Data Protection

4.1 Client data is hosted on a completely secure space. Access to the database is only available to authorized persons, and only if necessary. In no case will this information be communicated to third parties or used for purposes other than those related to the use of the "Open Payment" service and the associated site.

4.2 Your credit card data is not used as such by the Open Payment service. When you enter the number of your contactless payment card (PAN), a unique ID is generated. It is this identifier that is then used for all transactions on the « <https://openpayment.trans-landes.fr> » website, and for validations on equipment on board vehicles. Only the bank is able to associate this identifier with a payment card to enable payment of payments made.

4.3 The hidden number of your contactless payment card allows you to identify your card during a check on the vehicles of the regional lines operated by the SPL Trans-Landes or the RRTL, and on the site when you visit your trips, if you have registered several payment cards. This hidden number does not allow you to reconstruct the PAN of your card.

5. Information and contact

SPL Trans-Landes / RRTL Agency - Dax PEM

11 BC • 40100 DAX

Phone: 05 58 56 80 80

Site : www.trans-landes.fr

Courriel : gare@rrtl.fr



Open payment: conditions of use of the website Applicable from 29 June 2020

BISCABUS Open payment conditions of use of the website

Applicable from 29 June 2020

1. Introduction

1.1 The « <https://openpayment.trans-landes.fr> » website is a secure site for customers of the BISCABUS operated by the SPL Trans-Landes, using their contactless payment card to travel on the network lines.

1.2 The use of this site « <https://openpayment.trans-landes.fr> » requires the opening of a personal account. This site allows you to track all your validations and payments made with your contactless payment card on BISCABUS operated by the SPL Trans-Landes.

2. Create a personal account

2.1 The use of the « <https://openpayment.trans-landes.fr> » website is subject to the creation of a personal account.

2.2 To create your personal account, you must complete the form with the following information : name, first name and email address. It is also possible to fill in your address and telephone number to be more easily contacted by the SPL Trans-Landes if necessary. A confirmation email is then sent to you with a link to activate your account.

2.3 Your personal account is protected by a password to secure access to it. This password must be a minimum of 8 characters, including a letter and a number. If you forget the password, it is possible to reset it from the website login page ("Forgot your password"). In this case, a confirmation e-mail is sent to your e-mail address in order to enable the reset procedure. Be sure to keep your username and password secret and take all necessary precautions to prevent unauthorized or fraudulent use of this information.

2.4 All information will be stored in the site database for the operations necessary to manage the site. In no case will this information be communicated to third parties or used for other purposes.

2.5 You can close your account at any time. In accordance with the General Data Protection Regulation (GDPR), all your data will be deleted. If the account is inactive for a period of 12 months, the account will be closed automatically.

3. Viewing Validations and Payments

3.1 To access the history of your contactless credit card receipts and payments, you must register on the site the payment card with which you traveled on the BISCABUS operated by the SPL Trans-Landes. If you have not yet used your contactless payment card on BISCABUS operated by the SPL Trans-Landes, you will not be able to register it in your account.



3.2 For the registration of your contactless payment card, you must enter the PAN of your card (16 digit code). The « <https://openpayment.trans-landes.fr> » website does not save the PAN of your payment card. Only the anonymized PAN (compliant with bank security standards) is used and stored so that you can identify your payment card on the site. This anonymized NAP can also be requested in case of a claim. You will never be asked when your card will expire and what the cryptogram is. If not, this can be a malicious site, you should not continue the operation, and you should contact the SPL Trans-Landes. You can save multiple payment cards to your account, and delete those you no longer use.

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