RailEyes

PRIVACY NOTICE / FINAL / VERSION 1.7 / NOVEMBER 2026

Privacy notice

This notice explains how personal data is handled in the RailEyes Smart Cities Programme: enquiries, data room accounts and quote requests, and the street imagery recorded during an engagement. General visits to raileyes.eu are covered by the site's privacy and cookie policies.

Enquiries, data room and quote requests

Who is responsible

DriveAI Ltd, the contracting entity for the programme (document 02), is the controller for enquiries, data room accounts, quote requests and engagement administration. Contact: privacy@raileyes.eu, the preferred contact, monitored and answered within the legal time limits. By post: Tolga Varol, 1 Rue Jean Jacques Rousseau, 94200 Ivry-sur-Seine, France, DriveAI Ltd's representative in the European Union (Article 27 GDPR). DriveAI Ltd is registered with the UK Information Commissioner's Office (ZB539991).

What we process and why

Purpose	Data	Legal basis
Review a data room access request and manage the account	Name, work email, organisation, role, country, city or region, optional message, approval date and access period	Legitimate interests in providing programme information to public-sector professionals
Secure the data room	Sign-in events, document views and downloads, password (stored only as a salted hash), technical request data	Legitimate interests in securing confidential documents
Prepare a quote	The quote request: organisation, contact, streets, any shared survey plan, map link or sketch, question and optional details	Legitimate interests in responding to enquiries and preparing quotes requested by organisations
Administer the engagement	Signatories, contacts, quote, purchase order, invoice and correspondence	Legitimate interests in administering the engagement and legal obligations where applicable (for example, accounting)

Who receives it

RailEyes staff working on the programme. Our website and data room hosting provider and our email delivery provider process the data on our behalf as processors, under written terms. Data room records and files are stored in the EU (Frankfurt). Where a provider processes data outside the EEA, the transfer relies on an adequacy decision of the European Commission or on the Commission's standard contractual clauses. We do not sell data or use it for advertising.

How long we keep it

Access requests and accounts: until 12 months after the access period ends. Sign-in and download records: 12 months. Quote requests that do not lead to an engagement: 12 months after the programme closes. Contract and invoicing records: as long as accounting law requires.

Cookies in the data room

The data room sets one strictly necessary cookie, dr_session, after you sign in. It keeps you signed in for up to seven days and is removed when you sign out. It is not used for analytics or advertising, so no consent is needed.

Street imagery recorded during an engagement

What is recorded

A RailEdge Camera records the agreed streets with time and position, audio off. Faces and number plates are anonymised on the vehicle at the point of capture. Raw frames are never written to storage, and a secondary check screens every frame before footage can be saved or sent.

Who is responsible

For the standard road-condition survey, DriveAI Ltd is responsible as controller for collecting, analysing and retaining survey imagery. The purchasing authority commissions the programme to evaluate whether vehicle-based street surveys are operationally feasible. It proposes the areas and the questions the evaluation should answer, and does not decide what personal data is captured or how it is used. DriveAI Ltd sets the capture and processing rules and handles requests about survey imagery at privacy@raileyes.eu. DriveAI Ltd relies on its legitimate interests in demonstrating and evaluating its road-survey service with public authorities and in producing road-condition outputs from which people cannot reasonably be identified (GDPR Article 6(1)(f)), based on a documented assessment of necessity and the effect on people. Faces and number plates are masked on the vehicle before anything is stored, raw frames are never stored, recording is limited to the agreed streets, and working material is deleted no later than 30 days after handover unless a justified extension is recorded. DriveAI Ltd's standing impact assessment covers the survey; a summary is available on request. Each local-language survey notice identifies the controller, lawful basis and privacy contact for the actual survey, including any different arrangement.

Where it goes

Survey footage travels over an encrypted, EU-hosted network operated from France to RailEyes-operated servers in France for processing and storage. The authority receives a report and findings file in its restricted data room folder. Report and workshop evidence is reviewed so individuals cannot reasonably be identified. Survey footage is held in separate systems and is not delivered under the standard offer. RailEyes records vehicle GPS during the survey to verify the route driven. The customer receives coverage geodata checked to ensure it cannot reasonably identify an individual. Internal vehicle GPS logs may contain identifiable information and are held by RailEyes under the survey's access and retention controls.

How long it is kept

Retention periods for survey imagery, findings and logs are recorded under the local deployment annex (06) and stated in the survey notice. Where a processor arrangement applies, the agreed processing terms record them too. The authority keeps its copy of the deliverables under its own retention rules.

Your rights

Subject to applicable law, you can ask for access to your data, correction, erasure, restriction or portability, and object to processing based on legitimate interests. You can also ask us to exclude or further mask a specific property or location in future surveys. Write to privacy@raileyes.eu, the preferred contact, or to the postal address above. Because survey imagery is masked at capture, DriveAI Ltd normally cannot identify a person in it (GDPR Article 11); the date, place and approximate time help locate the material.

You can complain to the data protection supervisory authority in the country where you live or work or where the survey took place, for example the CNIL in France, the AEPD in Spain, the Hellenic Data Protection Authority in Greece or the KVKK in Türkiye, or to the UK Information Commissioner's Office.