

“BDZ – PASSENGER TRANSPORT” EOOD

CENTRAL ADMINISTRATION

3 “Ivan Vazov” Street, Sofia 1080, Bulgaria · tel.: (+359 2) 987 88 69
bdz_passengers@bdz.bg · www.bdz.bg

APPROVED: *[signature and company seal affixed]*

ENG. KIRIL KOSTADINOV

MANAGING DIRECTOR OF “BDZ – PASSENGER TRANSPORT” EOOD

DATE: 18.08.26 *[handwritten]*

[Handwritten annotation: “Eng. An. Atanasov, Order No. 01-16-2951/13.08.26”]

Notice

**UNDER ART. 13 OF THE GENERAL DATA PROTECTION REGULATION
FOR CLIENTS OF “BDZ – PASSENGER TRANSPORT” EOOD**

Sofia, August 2026

TRANSLATOR'S NOTE

This is a translation from Bulgarian into English of “Уведомление по чл.13 от Общ регламент за защита на личните данни за клиенти на „БДЖ – Пътнически превози“ ЕООД” (Sofia, August 2026; in force as of 01.09.2026). The translation is complete and follows the source closely; original section numbering, article references and contact details are preserved. Handwritten entries, signatures and seals are described in square brackets. This translation is not a certified (sworn) translation.

ЕООД	EOOD — single-member limited liability company
ЕИК	UIC — Unified Identification Code (company registration number)
ОРЗЛД / Регламент (ЕС) 2016/679	GDPR / Regulation (EU) 2016/679
Администратор на лични данни	Data controller
Комисия за защита на личните данни	Commission for Personal Data Protection — the Bulgarian supervisory authority
ЕГН	EGN — Bulgarian Personal Identification Number (a 10-digit number; the first 6 digits encode the date of birth)
спален / кушет вагон	sleeping car / couchette car
превозен документ	transport document (ticket or other travel document)

1. Information about us

“BDZ – Passenger Transport” EOOD is a commercial company registered in the Commercial Register at the Registry Agency under UIC 175405647, with its registered seat and address of management at: Sofia, 3 “Ivan Vazov” Street.

“BDZ – Passenger Transport” EOOD is a controller of personal data within the meaning of the Personal Data Protection Act and Regulation 2016/679 of the (EU).

“BDZ – Passenger Transport” EOOD adheres strictly to the laws and regulatory provisions concerning the collection and processing of personal data. That is why we regard it as our obligation to exercise due care in the processing of your personal data and to take all possible technical and organisational measures for protection against unlawful acts.

All employees of “BDZ – Passenger Transport” EOOD who take part in personal data processing operations on behalf of the data controller are trained and are bound by an obligation of non-disclosure of the personal data which they process.

2. Contacts regarding the protection of personal data

Data Protection Officer at “BDZ – Passenger Transport” EOOD:

- tel: +359 887 245 158
- E-mail: dpo_pp@bdz.bg

Commission for Personal Data Protection

- Postal address — Sofia 1592, 2 “Prof. Tsvetan Lazarov” Blvd.
- Telephone — +3359 2 915 35 18 *[as printed in the original; the correct country code is +359]*
- E-mail addresses — kzld@government.bg, kzld@cpdp.bg

Address for correspondence with “BDZ – Passenger Transport” EOOD

- Postal address — Sofia 1080, 3 “Ivan Vazov” Street
- E-mail address — bdz_passengers@bdz.bg

3. Purpose of the processing of your personal data

The purpose of the processing is to obtain the necessary personal data about you in connection with the issuance of:

1. A railway card for travel at a reduced fare;
2. A transport document for travel in a sleeping car;
3. A ticket for group travel of students up to the age of 26;
4. A transport document for official and special journeys;
5. A transport document for journeys in international traffic.

We process your personal data only for the purpose for which it was collected and we do not use it for other, incompatible purposes.

IMPORTANT! The provision of personal data to the extent indicated is mandatory. Failure to provide the data results in the impossibility of meeting the administrative requirements, and “BDZ – Passenger Transport” EOOD will not be in a position to provide you with its tariff reductions and transport services, or, respectively, to conclude a contract of carriage with the corresponding commercial reductions and discounts.

4. Categories of personal data

The categories of personal data which we process are:

- **name, surname, the first 6 digits of the EGN and sex** — for journeys in sleeping and couchette cars;
- **name, surname, the first 6 digits of the EGN** — for journeys in international traffic;
- **name, surname, the first 6 digits of the EGN, a photograph and a copy of the pension award order or a certificate (attestation) from the educational institution** — for the issuance of an “adult” or “student” railway card;
- **data from video cameras** — when travelling in trains with video cameras installed in the saloons of the passenger cars and in the corridors of the sleeping cars.

The **personal data** is obtained from the natural person themselves or from their contractual/legal representative.

Manner of storage — the personal data is stored on paper and/or electronic media.

IMPORTANT! Detailed information on how “**BDZ – Passenger Transport**” EOOD processes personal data from video surveillance can be found on our website in the section “**Personal Data Protection**”.

5. Retention period of the personal data

The **retention period of the personal data** of the customers of the rail transport service is **5 years** (for a railway card for travel at a reduced fare, a transport document for travel in a sleeping car, a ticket for group travel of students up to the age of 26, and a transport document for journeys in international traffic).

The **retention period of the personal data** from the video surveillance systems is **60 days**.

6. Automated decision-making and profiling

“**BDZ – Passenger Transport**” does not carry out automated decision-making or profiling of your data.

7. Transfer of personal data to third countries

“**BDZ – Passenger Transport**” EOOD does not carry out disclosure or transfer of personal data obtained in connection with the provision of the rail transport service to third countries or international organisations, except in cases provided for by law.

8. Rights of data subjects

All customers of the rail transport service may exercise their rights under Art. 13–22 of Regulation (EU) 2016/679 before “**BDZ – Passenger Transport**” EOOD. Your rights in connection with the processing of your personal data are:

- **Right to information** about the processing of the personal data of individuals by the controller;
- **Right of access to one’s own personal data** which is processed by the controller;
- **Right to rectification**, where the personal data is incomplete or inaccurate;
- **Right to erasure** / “right to be forgotten”, which is applicable only in the following cases: the personal data is no longer necessary for the purposes for which it was processed; the personal data has been processed unlawfully or on a legal ground which has lapsed; erasure is necessary for compliance with a legal obligation under Union law or the law of a Member State to which the controller is subject; consent has been withdrawn; and others;
- **Right to restriction of processing** to storage only, where: the accuracy of the personal data is contested; the processing is unlawful but the data subject opposes the erasure of the personal data; or for the establishment, exercise or defence of legal claims;
- **Right to data portability**;
- **Right to withdraw consent**;
- **Right to object or to lodge a complaint** at any time and on grounds relating to the particular situation of the individual, in cases where there are no legal grounds for the processing which override the interests, rights and freedoms of the data subject, or for the establishment, exercise or defence of legal claims.

For the exercise of these rights, with the exception of the right to lodge a complaint, it is necessary to contact the Data Protection Officer by one of the means of contact indicated above.

In your request for the exercise of rights you should state your three names and address for the purpose of identifying you as a data subject, and where necessary the administration of “**BDZ – Passenger Transport**” EOOD may request additional data as well as evidence of identity. State what your request consists of. State the address for correspondence with you (postal or e-mail address) in accordance with your preferred form of communication.

A reply will be provided in compliance with the applicable time limits — within one calendar month of receipt of the request, whereby the period may be extended by a further two months, taking into account the complexity and the number of requests. In the event of an extension of the period, the data subject is notified and the reasons necessitating the extension are stated.

9. Right to lodge a complaint with the Commission for Personal Data Protection

If you consider that the processing of personal data in connection with the provision of transport services by **“BDZ – Passenger Transport” EOOD** is unlawful or infringes your rights, you may lodge a complaint with the Commission for Personal Data Protection:

- postal address: Sofia 1592, 2 “Prof. Tsvetan Lazarov” Blvd.;
- e-mail address: kzld@cpdp.bg.

10. Miscellaneous

Updating of this Notice is carried out by the personal data controller **“BDZ – Passenger Transport” EOOD** by means of a review at least once a year, and also at any time — where a need arises, upon amendments to Regulation (EU) 2016/679 or to the Personal Data Protection Act — by means of amendment and/or supplementation, following the procedure for its approval.

For questions concerning this Notice, as well as the processing of your personal data at **“BDZ – Passenger Transport” EOOD** and the exercise of your rights, please contact us at the e-mail address: dpo_pp@bdz.bg.

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**This notice was approved by the Management
of “BDZ – Passenger Transport” EOOD
In force as of 01.09.2026.**