

Detailed explanation

TNO's Mobility as a Service (MaaS) study explained

Your MaaS provider is party to an agreement that the Dutch Ministry of Infrastructure has signed with MaaS providers to develop MaaS in the Netherlands. In exchange for a start-up subsidy, and working with mobility and transport operators, your MaaS provider is taking part in a study to improve connections between different means of transport: the MaaS Pilots - Mobility System Optimisation project. The study explores how all types of transport available in the Netherlands, such as public transport, shared or rental cars, cycling, carpooling and (water)taxis, can be offered to travellers as a single service. The Ministry and your MaaS provider are intending to offer this type of integrated journey to travellers in the future via a single app in which the journey can be planned, booked, and paid for. As a traveller you will have easier access to transport by choosing from a variety of transport options according to your door-to-door travel requirements. TNO is conducting the study on behalf of the Ministry.

If you give your consent, your data will be used by your MaaS provider and shared with TNO for the purposes of the study. TNO values your privacy and complies with privacy laws such as the General Data Protection Regulation.

TNO receives data from your MaaS provider about your journeys and holds this data in a secure database. TNO cannot identify you as a person on the basis of this data because your journeys are converted by a third party (the National Road Traffic Data Portal) into a code that changes every day. TNO is unable to reverse the code. This means that the journey data shared with TNO is pseudonymous data. Only the journeys that you make on a given day are linked to one another. Journeys made on different days cannot be interlinked. Moreover, in order to anonymise the data, the origin and destination of a journey are processed (blurred) and cannot be traced to an address, and so you cannot be identified in this way either.

In addition to pseudonymisation and anonymisation, TNO operates a range of security measures. The data is processed with appropriate security measures in place to prevent your data from falling into the wrong hands. The data is only accessible to a limited number of people on the research team. The pseudonymised journey data will be kept for a maximum of 2 years, this being the duration of the study, for data file reconstruction purposes rather than research purposes. Anonymised data will be retained by TNO for a maximum of 5 years (statutory obligation).

The TNO researchers will process the journey data into information that provides an insight into nationwide MaaS trends. TNO guarantees that your data will only be used for scientific purposes. Individual participants cannot be identified in any way in publications about the study. Your anonymity is ensured.

You can withdraw your consent at any time. If you do so, your data will no longer be shared for the purposes of this study. The data that you provided before withdrawing your consent cannot, however, be deleted from the file because you cannot be identified from the file.

For more information on how TNO carries out the study, please contact info@tno.nl. Information about your privacy rights and TNO'S data protection officer can be found in TNO's [privacy statement](#).