

Privacy Statement Eindhoven Airport N.V.

We respect the privacy of the visitors of our website and take care to keep your personal information safe, secure, and confidential. Among other things, this means that we treat your personal details in confidence, that we have taken security measures to protect your personal details against loss, unauthorized access or theft and that we will delete data if we no longer need it for our activities.

Application

With this Privacy Statement, Eindhoven Airport wants to offer maximum transparency on how Eindhoven Airport treats personal data processed and for what purposes these data are used. This Privacy Statement applies to all processing of your personal data by or on behalf of Eindhoven Airport.

This Privacy Statement applies to the following persons:

- Persons that use products or services offered via the Eindhoven Airport website (e.g. parking).
- Persons that sign up to receive information from Eindhoven Airport (e.g. newsletters).
- Persons that provide us with feedback via our website or social media channels.
- Visitors of our website.
- Passengers and other visitors of Eindhoven Airport.

This Privacy Statement does apply to the processing of data conducted by third parties, such as airlines, handling agents, tenants, security companies and the Royal Netherlands Marechaussee. Eindhoven Airport has no access to this data processing by third parties or to the data involved, and cannot be held responsible for it.

Personal data processing

In specific cases, Eindhoven Airport needs to process your personal details to conduct its operations, such as your name, address, email address and any other details it may require. In such cases, Eindhoven Airport processes your personal details for communication purposes, to make bookings and/or payments or deal with a complaint. Personal data is processed based on the principles set out in the Personal Data Protection Act (Wbp).

Our Privacy Officer will check that the personal data is being processed in accordance with the provisions of the Personal Data Protection Act and keeps a register of data processed by Eindhoven Airport.

For what purposes does Eindhoven Airport process your data?

Eindhoven Airport first determines why it needs to process certain data. Eindhoven Airport processes personal data for the following purposes:

1. To implement statutory regulations and tasks in the public interest

a. Implementation of statutory regulation

There are a number of legal obligations that require personal details to be processed to comply with the statutory regulations. This includes such matters as incidents registration in the area of occupational health and safety and registrations related to civil aviation security.

Third parties at the airport also process personal data in order to comply with statutory obligations, such as retailers that scan your boarding pass. By law, retailers are required to record whether a taxable or tax-free product was sold, which will depend on your destination: within or outside the EU. Retailers must also verify whether a customer is actually a passenger, rather than a Eindhoven Airport employee. The latter group is not eligible for the discount.

b. **Safeguarding security**

The safety of all visitors and Eindhoven Airport staff is paramount to us. Personal data that may be processed for this purpose include camera images, for example.

c. **Protecting civil aviation**

In performing its task as the operator of the airport, Eindhoven Airport processes personal details for civil aviation security purposes. Personal details are processed for access control of employees at Eindhoven Airport, for example. Eindhoven Airport also uses security cameras in the terminal. As part of its security tasks, Eindhoven Airport processes boarding pass data provided at the security entryways.

2. Supply of services and products to customers and passengers

- a. For the performance of agreements that Eindhoven Airport enters into via its website, Eindhoven Airport uses personal details, such as the details required for booking and paying for parking at the airport.
- b. Eindhoven Airport also processes your personal data in order to improve our services and to keep you informed about the services and products you purchase or may purchase from us, as explained in further detail in this privacy statement, unless you have objected to this use of your data.
- c. For the purpose of conducting agreements with airlines and handling agents, Eindhoven Airport processes personal data of passengers. This information is required to allow passengers to depart from, arrive at or transit to Eindhoven Airport. For example, name and flight number are processed for transporting and routing passengers' luggage.

3. Supply of services and products to customers and passengers.

Eindhoven Airport processes personal details to optimise its business processes, such as the baggage process and passenger process. To better understand your experience at Eindhoven Airport as a passenger (and possibly optimise your travel experience), Eindhoven Airport may process your 'passenger journey' information for analytical purposes. Are you on the Eindhoven Airport grounds? If so, your personal details may be processed for that purpose.

4. Operation of Eindhoven Airport online services as its website and social media.

- a. The Eindhoven Airport website tracks general user data, such as the most frequently requested pages, without identifying specific users. The aim of this is to ensure our website keeps responding to the needs of our users as effectively as possible. This information may also be used to place more targeted information on the website, allowing us to further optimise the services we offer to you via the Eindhoven Airport website.
- b. If you sign up for our online newsletter, you give us permission to use your email address to send you the newsletter and other information, such as offers and questionnaires. You can always unsubscribe from this via the link at the bottom of the newsletter page of every newsletter.
- c. The Eindhoven Airport web server automatically collects IP addresses. Your IP address is a number with which computers on the network can identify your computer, so that data (such as internet pages) can be sent to your computer. You cannot be identified personally with an IP address. We use IP addresses to manage the website and ensure the information it contains is as relevant as possible.
- d. During your visit to the Eindhoven Airport website, cookies are created and accessed by our systems. A cookie is a compact piece of information which is stored on your computer. Most browsers accept cookies; however, it is generally possible to change the settings of a browser so that it no longer accepts cookies. Eindhoven Airport uses functional cookies to ensure that the website is functioning optimally and is as relevant as possible. Functional cookies are deleted after you close your browser.
- e. Social media. On our social media channels you will find offers as well as information, useful facts and news about Eindhoven Airport. These channels are an easy way to contact Eindhoven Airport, participate in discussions, respond to posted content or take action in some other way. We are always happy to exchange ideas with you and are curious about what you think of Eindhoven Airport and its services. Engaging with customers like this allows us to continually improve our service. We request that you do not post privacy-sensitive information of yourself or others (e.g. email address, name, address, telephone number) on these channels where anyone can access it, but that you share this information with us via a private message if necessary. Eindhoven Airport will only use the information you share with us to address your query and to improve our customer service. Eindhoven Airport reserves the right to delete privacy-sensitive data that is publicly accessible.
- f. It is possible to click through to websites of other parties via the Eindhoven Airport website. Eindhoven Airport cannot be held liable for how these other parties treat personal information. We advise you to carefully read the policy statements of these other parties. The terms and conditions on those websites may vary from those of Eindhoven Airport.

Data protection

Eindhoven Airport does everything within its power to protect your personal data against loss and unauthorised use. All Eindhoven Airport employees who have access to personal data as part of their work are required to maintain confidentiality. Your data will only be supplied to third parties if this is necessary for the performance of the aforementioned purposes. Eindhoven Airport has agreed in a data processing agreement with Eindhoven Airport partners who are responsible for performing certain services or parts thereof that they will also do everything within their power to protect your personal data and that they will comply with the provisions of the Data Protection Act.

Your details

Eindhoven Airport will endeavour to ensure that processed personal data are accurate and precise. Moreover, Eindhoven Airport will not process more personal data than necessary. In addition, the personal details of the parties concerned will not be retained by Eindhoven Airport longer than is necessary for the purposes for which they have been collected or for which they will be further processed. Eindhoven Airport has defined/will define a suitable retention time in each case for any personal data which it processes.

Your rights

If you would like to know which data of yours Eindhoven Airport has and for what purposes it will be processed, or if you wish to amend your personal data or have it deleted, you can request access to your personal data or for it to be amended or deleted. You can also object to your personal data being processed. You can do this by sending an email to privacy@eindhovenairport.nl.

Recipients of your data

The following individuals and/or organisations may receive your personal data:

- (a) Anyone at Eindhoven Airport who is responsible for carrying out or supervising tasks related to the processing of your personal data or anyone involved in this;
- (b) Processors and subprocessors contracted by Eindhoven Airport to perform certain tasks relating to the processing of your personal data;
- (c) Within the scope of the automatic border passage, the Royal Netherlands Marechaussee shall be provided with the personal data required for the performance of its duties;
- (d) Government bodies, agencies and organisations, such as the police and judicial authorities, to the extent required to fulfil their legal obligations.

Forwarding of details to countries outside the EU

In certain cases, Eindhoven Airport forwards personal data to countries outside the EU, but ensures that this takes place in accordance with the relevant legal requirements, e.g. using EU model contract conditions.

Questions, complaints and objections

If you have any questions or complaints about our privacy policy, or if you wish to object to the processing of your personal data by Eindhoven Airport, please contact us at privacy@eindhovenairport.nl.

Amendments

Eindhoven Airport reserves the right to revise its privacy policy from time to time. We recommend therefore that you check regularly for the most recent version of the Eindhoven Airport privacy policy (as contained in the Privacy Statement). You can find this on our website.

This version was last updated in June 2017.