

# Privacy Statement Eindhoven Airport N.V.

At Eindhoven Airport N.V. ('Eindhoven Airport'), we take pride in making everyone feel welcome and safe. And protecting your privacy is an important part of this. This privacy statement offers you a transparent and accessible overview of how Eindhoven Airport treats your personal data. This privacy statement sets out which personal data we collect, how long we retain this data and which rights you can exercise.

Many people believe that we at Eindhoven Airport collect more information about you than is actually the case. There are also other enterprises located at Eindhoven Airport that process your personal data, such as the Royal Netherlands Marechaussee, Dutch Customs, airlines and the operators of retail units and catering establishments. As a rule, Eindhoven Airport does not have access to the personal data they process. If you want to know how they treat your personal data, please consult the websites of these organisations.

## Privacy statement overview

In this privacy statement, we describe for each of Eindhoven Airport's services or activities the personal data that we process, why we do this and how long we retain those data. Click on the question below to find out more.













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This version was issued in December 2020.




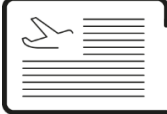


## For which services or activities do we process personal data?

Click on the topic to find out more.


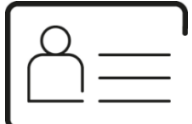


### Travelling via Eindhoven Airport

 Parking	 Camera security	 Lost & Found	 Baggage
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### Eindhoven Airport online

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### Working for and at Eindhoven Airport

 Working at Eindhoven Airport	 Eindhoven Airport Pass	 Tenants	 Business associates
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## Parking

The information below only applies to visitors using the official car parks of Eindhoven Airport. Do you park at Eindhoven Airport because you work at the airport and do you want to know what personal data we process of you? Please contact your employer from whom we have received your data.

### Which personal data do we process?

There are a number of ways to use a parking space at Eindhoven Airport. You can reserve a parking space via our website [shop.eindhovenairport.nl](https://shop.eindhovenairport.nl) or via an intermediary. You can also drive into a car park without making a reservation.

Do you use Eindhoven Airport's parking services? In that case, a photograph of your license plate may be taken when you enter with your vehicle. We save the license plate and also register your entry and departure times.

If you opt to park without making a reservation, you can take a ticket or use a credit card. If you drive in with a bank card or credit card, Eindhoven Airport will save an anonymised version of card number.

If you reserve a parking space at Eindhoven Airport, the following details will be registered in any event:

- Contact information: first name, last name and e-mail address.
- License plate or access code (depending on whether you want to drive in with your license plate or an access code).
- Information about your reservation: booking or reservation number and reservation period.

If you use Easy Valet (valet parking), we will also register the flight information (arrival date, arrival time, departure date, departure time and flight number(s)) and the make, model and colour of your car. Furthermore, we may take photographs of your car if you use valet parking. If someone other than yourself comes to pick up the car, we will also register his or her contact details.

In case you create a parking account, your username and password will be processed. This login module will give you an overview your reservation details.

Moreover, camera footage is recorded of Eindhoven Airport's parking spaces and surroundings. For more information about this footage, click on [Camera security](#).

### Why do we process your personal data?

We require your personal data to deliver parking services to you. We therefore process these data in connection with the performance of an agreement. As part of this agreement, we will inquire how you experienced the parking services at the end.

We also use your contact details for marketing purposes provided you have granted us permission to do so. If you grant us your permission, we will use your personal data to send you newsletters and keep you informed of relevant products and services offered by Eindhoven Airport.

## **How long do we retain your details?**

All data that we register at the time you enter and leave (payment details, time of entry and departure) are deleted six months after you have used parking services at Eindhoven. We delete your license plate details within 24 hours of your leaving the parking space.

The information you share when making a reservation is deleted two years after you have made use of Eindhoven Airport's parking services.

## **Who do we share your data with?**

We sometimes engage other parties to carry out a portion of the parking services on Eindhoven Airport's behalf. In such cases, we only share data that are required for the performance of the relevant services. If needed, we enter into a data processing agreement with such parties.

Are you reserving a parking space via a third party, such as a travel agency? In that case, we will only exchange data that are necessary to perform the agreement concluded between Eindhoven Airport and this third party.

## **Who is the controller?**

Eindhoven Airport N.V.

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## Camera security

### Which personal data do we process?

Video cameras are installed at Eindhoven Airport that record camera footage. This means camera image recordings may also be made of you when at or in the vicinity of the airport.

### Why do we process your personal data?

We use the camera footage to ensure Eindhoven Airport's security. Pursuant to the Aviation Act and other legislation and regulations, we are under a statutory obligation to ensure the airport's security. We therefore process the camera footage to comply with a legal obligation.

Furthermore, we also require the footage recorded by the video cameras for operational purposes. Consequently, we have a legitimate interest in processing the camera footage. We do not use the camera footage for other purposes.

### How long do we retain your details?

The camera footage is not retained for any longer than 10 days, unless there are good reasons for storing the images for a longer period, for example for the investigation of an incident.

### Who do we share your data with?

Eindhoven Airport grants the Royal Netherlands Marechaussee access to all video images recorded by the security cameras at Eindhoven Airport.

Depending on the area of operations, we share a portion of the images recorded by the video cameras with Dutch Customs and the Royal Netherlands Airforce/Eindhoven Air Base.

### Who is the controller?

Eindhoven Airport N.V.

The Royal Netherlands Marechaussee, the Royal Netherlands Airforce and Dutch Customs are controllers in their own right.

### Access to camera images

Because Eindhoven Airport cannot assess whether camera footage is relevant to national security without the assistance of the Royal Netherlands Marechaussee, we normally do not grant access to camera images of our own accord. Eindhoven Airport therefore advises anyone wanting to view such images to submit a request to that end (also) to the Royal Netherlands Marechaussee. For further information, please see [the website of the Netherlands Ministry of Defence](#).

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## Lost & Found

### Which personal data do we process?

If you lose something at Eindhoven Airport, you can search for your lost item via [this page](#) on Eindhoven Airport's website which leads you to the search engine for lost and found items (at Eindhoven Airport): [iLost](#). Depending on the information you enter on the website, iLost and Eindhoven Airport can process the following personal data:

- first name and surname
- address
- town/city
- country
- telephone number
- e-mail address
- ID and ID number
- date of birth
- gender
- signature
- descriptions about the item(s) you lost

Eindhoven Airport can view (some of) this information in iLost. If you lose your wallet or proof of identity, for example, we will also process the personal data connected with these items.

If you have found an item, you can hand in the found item at the information desk in the terminal. In that case, your legal position as a finder will transfer to Eindhoven Airport and we will report the found item and take over the further settlement. If you indicate that you want to claim the found item after the legal retention period for found item, we will note your contact details.

If you lost something on board your flight or your checked baggage is missing, please contact your airline.

### Why do we process your personal data?

If you have lost an item, we process your data with the aim of returning your lost items to you. We do not process the details for other purposes. If you have found item, we will process your data with the aim of informing you after the legal retention period for found items whether you can claim the found item. We do not process the details for other purposes.

### How long do we retain your details?

The legal retention period for found items is one year. If the owner of the item has not reported the lost item within this period, the finder can claim the found item. Therefore, we will not keep the contact details you provide us in connection with your lost or found item for longer than 14 months. We will delete your contact details as soon as we have found your lost item or the found item has been claimed by you.

We always pass on proofs of identity we find to the Royal Netherlands Marechaussee within two days. The Royal Netherlands Marechaussee issues proofs of identity to the municipality of Eindhoven.

You can claim your found item up to one month after the registration of the found item. After a month, found items are transferred to the [municipality of Eindhoven](#).

### **Who do we share your data with?**

Your data is shared with iLost B.V. to register lost and found items in the search engine of iLost. By registering the lost or found item in iLost, the lost or found item is immediately reported to the municipality of Eindhoven as well through a digital link. We therefore also share your data with the municipality of Eindhoven. Furthermore, we share your data with the municipality of Eindhoven when we transfer found items to the municipality. We will hand your proof of identity to the Royal Netherlands Marechaussee. Furthermore, we will obviously share your data with a delivery service if we send your lost item back to you.

### **Who is the controller?**

Eindhoven Airport N.V.

iLost is the controller in its own right for data processed through the iLost website and app. The municipality of Eindhoven is the controller in its own right for data associated with found items that have been transferred to the municipality.

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## **Baggage**

### **Which personal data do we process?**

If you travel through Eindhoven Airport with baggage, information on your baggage is processed. Your item of baggage is given a unique barcode which is linked to your name and possibly a frequent flyer number.

### **Why do we process your personal data?**

We process your data on behalf of the airline, with whom you have an agreement. Your data are processed as part of efforts to monitor security at the airport and promote the speedy flow of baggage. One of the ways this is done is by routing, sorting and (if needed) temporarily storing your baggage.

### **How long do we retain your details?**

The data will be deleted within seven days once your flight has departed.

### **Who do we share your data with?**

Depending on the circumstance, we report progress in handling of your baggage to the airline you are flying with. If needed we might also share your data with the Royal Netherlands Marechaussee and Dutch Customs.

In case the Royal Netherlands Marechaussee or Dutch Customs want to know who owns an item of baggage, they will contact the airline you are flying with. Eindhoven Airport does not provide this information.

### **Who is the controller?**

The airline you are flying with is controller. Eindhoven Airport N.V. is processor.

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## **Crowd Management**

### **Which personal or other data do we process?**

To ensure that you experience a smooth passage through the airport, we at Eindhoven Airport monitor passenger flows. We do this in two ways.

First of all, heatmap cameras and sensors are situated at various locations in the terminal that measure the numbers of people passing by. This heatmap system does not store any data other than the number of people passing a particular sensor. This meta data is not personal in nature. The images that the heatmap system takes is only stored during a short testing period when we are testing the heatmap system in a new area.

Second, we use WiFi and Bluetooth tracking in the terminal. This means that if the WiFi or Bluetooth function of your telephone, laptop or another device is on, our sensors will detect your device. This allows us to follow the route you take as you move through the terminal at Eindhoven Airport. We take a number of technical measures to ensure your privacy is protected. When our sensors detect your device, we store an encrypted version of your device's unique reference (a 'hash' of your MAC address). How does it work? The original data are destroyed immediately and permanently, and can therefore not be 'retrieved', for instance in connection with a request for access. The unique reference is also hashed by means of a 'salt' (data added randomly) that is unique per 24 hours. This enables us to track travel patterns of devices at the terminal within a single time-frame for a maximum of 24 hours, but never for longer. If you do not want to be followed via WiFi and Bluetooth, you can switch off your WiFi and Bluetooth signal on your device.

### **Why do we process your data?**

We use the data collected by the heatmap system and the WiFi and Bluetooth trackers to optimise visitor flows at Eindhoven Airport. This is extremely important for Eindhoven Airport as not doing so could result in long queues or even dangerous situations. Consequently, we have a legitimate interest in collecting these data.

We also produce general reports about visitor flows at Eindhoven Airport. These reports do not contain information about individual visitors. We use the reports to optimise and identify the visitor flows.

### **How long do we retain your details?**

The images taken by the heatmap cameras are converted into numbers. The images are only stored in exceptional circumstances, when we test whether the heatmap system is working properly. We delete the camera footage as soon as the testing has been completed.

The encrypted version of the unique reference of your device collected with WiFi and Bluetooth tracking is saved for 24 hours. That means that we can follow your device for 24 hours if you are in the terminal. After this period, we delete this information and will no longer be able to follow your device.

## **Who do we share your data with?**

We do not share your details with other parties. We sometimes share general reports on visitor flows with the other companies located at Eindhoven Airport.

## **Who is the controller?**

Eindhoven Airport N.V.

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## WiFi

### Which personal data do we process?

Visitors of Eindhoven Airport have free or paid access to a WiFi network, after explicitly agreeing to the terms and conditions. If you use Eindhoven Airport's WiFi network, we will only save the unique reference of the device you are using to connect (the MAC address). Your name, e-mail address and payment details (such as Paypal username) are also processed to activate paid WiFi.

Furthermore, we also employ WiFi tracking at Eindhoven Airport. For more information, see [Crowd Management](#).

### Why do we process your personal data?

We need the unique reference of your device to be able to offer you Wi-Fi. Consequently, we have a legitimate interest in processing those data. We do not use your details for other purposes.

The data requested for paid WiFi is processed to fulfil the agreement between you and the internet provider.

### How long do we retain your details?

If you make use of the free WiFi network, your data are immediately deleted after the session is ended. If you make use of the paid WiFi network, your data are stored for the period of validity of the purchased Internet period (for example, 24 hours).

### Who do we share your data with?

We only share your data with the internet provider.

### Who is the controller?

Eindhoven Airport N.V.

The internet provider is the controller in its own right for the data processed for the internet service it offers.

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## **Access to Eindhoven Airport**

### ***Access for travellers***

#### **Which personal data do we process?**

Eindhoven Airport has an obligation to check that only travellers departing on the same day have access to the area beyond security control. In this connection, Eindhoven Airport processes boarding pass data that are read at the security checkpoints (Self-Service Boarding Pass control).

#### **Why do we process your personal data?**

Eindhoven Airport has a legal obligation to ensure the security of the airport. We therefore process the data in order to comply with a legal obligation.

#### **How long do we retain your details?**

Eindhoven Airport only checks whether you have a valid boarding pass. Eindhoven Airport does not save any information.

#### **Who do we share your data with?**

A message is sometimes sent to airlines as soon as you have arrived at the security control. This message lets them know that you are at the airport. We do not share your details with other parties.

#### **Who is the controller?**

Eindhoven Airport N.V.

### ***Access for business visitors***

#### **Which personal data do we process?**

Eindhoven Airport processes the following personal data of business visitors to our office and our terminal:

- first and last name
- e-mail address
- telephone number
- company
- contact person at Eindhoven Airport
- time of appointment
- identity number/document number of valid identity document (when visiting protected and secured areas of the airport)

## **Why do we process your personal data?**

Eindhoven Airport processes this data to receive business visitors at our office and our terminal and for internal management and security purposes. Pursuant to the Dutch Working Conditions Act, Eindhoven Airport is obliged to keep visitor records in the event of an emergency in which the building must be vacated. We therefore process the data in order to comply with a legal obligation.

## **How long do we retain your details?**

Your data will be deleted no later than one day after your visit to Eindhoven Airport.

## **Who do we share your data with?**

We do not share your data with other parties, unless there is a need to do so owing to security reasons. In case of emergency, the visitor registration can, for example, be shared with emergency services.

## **Who is the controller?**

Eindhoven Airport N.V.

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## Shopping

### Which personal or other data do we process?

Eindhoven Airport offers space and facilities to various retailers. These retailers are controllers of the data they process about you. Eindhoven Airport does not play a role in this.

When making purchases in the terminal, your boarding pass will be scanned in some cases. Reason for this is that retailers need to know whether they need to pay taxes. In case your destination is outside EU, your purchase is tax-free. This means that the retailer does not have to pay taxes. On each receipt the (possible) tax is indicated. This is needed in case of any check by Customs. When your boarding pass is scanned, the flight number, flight route and travel class is processed. With this information the retailer can define to which destination you fly.

### Why do retailers process your personal data?

The retail units process the personal data to register whether a product has been sold tax-free or with tax, which will depend on your destination, namely whether you are travelling in the EU or outside it.

### How long do we retain your details?

The retailers at Eindhoven Airport are responsible for the processing of your data and determine how long they retain your details. If you have any questions about this, we recommend that you contact the relevant retailer directly.

### Who will your data be shared with?

The retail units themselves have access to the data regarding the purchases made at their establishments, such as payment information, date and time of the purchase of specific items. At request of Eindhoven Airport, retailers can provide us with general information about your purchase. Eindhoven Airport cannot use this information to trace your identity. We can use this information for analytical purposes, for example to optimise the services offered in the retail units. We therefore have a legitimate interest in processing these data.

### Who is the controller?

The retail units at Eindhoven Airport are responsible for the personal data they process. Eindhoven Airport does not process personal data.

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## **PPR**

### **Which personal data or other data do we process?**

As per October 30th 2016, Eindhoven Airport independently allocates (without intervention of Airport Coordination Netherlands) the available flight movements for General Aviation (GA) and Business Aviation (BA). GA/BA parties can create an account via our website to request PPRs (Prior Permission Requested/flight movement). In this connection, Eindhoven Airport processes the following data that must be entered to create a PPR customer account:

- first and last name
- e-mail address
- password
- street address
- zip/postal code
- city
- country
- telephone number
- ICAO prefix
- VAT number, company, IATA prefix, SITA 1 en SITA 2 (optional)

### **Why do we process your data?**

The personal data that must be entered when creating a PPR customer account are required to create an account, to log in to the account and to process PPR requests.

### **How long do we retain your details?**

The retention period of a PPR customer account is set at one year after the last use of the account.

### **Who do we share your data with?**

We share your details with Viggo General Aviation.

### **Who is the controller?**

Eindhoven Airport N.V.

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## **Passenger survey**

### **Which personal or other data do we process?**

At the airport you may be asked about your experiences with Eindhoven Airport as part of a passenger satisfaction survey. In addition to your experiences with Eindhoven Airport, we can also ask you for your age, gender and nationality. We will never ask you for your name or contact details.

### **Why do we process your data?**

We conduct passenger satisfaction surveys with the aim of improving our services at the airport.

You will also be asked beforehand if you wish to participate in the survey. Participation is voluntary and you may always refuse to provide certain information. If you are younger than sixteen years old, your parent or caregiver will first be asked to provide permission for your participation.

### **How long do we retain your details?**

The results of the passenger satisfaction surveys are processed in reports. We do not retain data that can be traced to an individual.

### **Who do we share your data with?**

We can share the results of the passenger satisfaction surveys with the retail units at the airport. These results do not contain any personal data.

### **Who is the controller?**

Eindhoven Airport N.V.

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## **Contacting Eindhoven Airport**

### **Which personal or other data do we process?**

You can contact Eindhoven Airport's customer service by telephone, e-mail, Eindhoven Airport's website and social media. Depending on your question, Eindhoven Airport may ask for your contact and flight details.

### **Why do we process your personal data?**

Eindhoven Airport will only use the data shared by you to answer your question and to improve its customer service (for instance, by means of anonymised Q&As that can be modified by input from customers). Eindhoven Airport has a legitimate interest in processing your data.

### **How long do we retain your details?**

We will delete your personal data several days after your question has been answered. However, we do retain anonymised versions of your question or comments.

### **Who do we share your data with?**

If your question or comments can only be answered by another party, we will refer you to the party in question. We will never pass on your details ourselves.

If you contact us via social media, there is a chance that your message will also be used for other purposes by the provider of the social media channel. For more information about this, read the privacy statement of the company concerned.

### **Who is the controller?**

Eindhoven Airport N.V.

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## Reporting unsafe situations

### Which personal or other data do we process?

You can report unsafe situations at Eindhoven Airport via the Eindhoven Airport website. In this context, Eindhoven Airport processes the personal data that are included in the incident report. In addition, Eindhoven Airport processes the reporter's contact details, if the reporter has entered these in order to be kept informed of the report.

### Why do we process your personal data?

Eindhoven Airport will use the data shared by you to investigate and handle the report and, if applicable, to keep the reporter informed. Eindhoven Airport has a legal obligation to facilitate, investigate and handle reports of unsafe situations at Eindhoven Airport.

### How long do we retain your details?

We delete or anonymize the personal data that are included in the incident report two years after the report has been processed. We delete or anonymize the reporter's contact details one year after handling the report.

### Who do we share your data with?

In the context of the investigation into the report, we may pass on the personal data contained in the report to third parties involved in the incident, such as the Royal Netherlands Marechaussee and airlines. We do not share the reporter's personal data with other parties.

### Who is the controller?

Eindhoven Airport N.V.

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## Website

### Which personal or other data do we process?

If you visit an Eindhoven Airport website, we will register the IP address of the device you are using. We may also place cookies on your device. For more information about this, please read our [cookie statement](#).

Moreover, there are a number of ways in which you can leave personal and other data via Eindhoven Airport's website when you use or purchase one of our services:

- Lost & found:  
If you have lost an item, you can leave a description of the lost item and your contact information via [iLosts's website](#). For more information about this, such as why we process your data, how long we retain your details, with whom we share your data and who the controller is, click on [Lost & Found](#).
- Feedback:  
You can provide feedback to Eindhoven Airport via its website. When you do so, we will not ask for your contact details. We do not recommend that you include in your feedback information that can be traced to you.
- Parking:  
You can reserve a parking space via Eindhoven Airport's website [shop.eindhovenairport.nl](http://shop.eindhovenairport.nl). For more information about this, such as why we process your data, how long we retain your details, with whom we share your data and who the controller is, click on [Parking](#).
- Newsletter:  
You can request our newsletters via Eindhoven Airport's website. For more information about this, such as why we process your data, how long we retain your details, with whom we share your data and who the controller is, click on [Newsletter](#).
- Customer contact:  
You can contact Eindhoven Airport in a number of ways via the website. For more information about this, such as why we process your data, how long we retain your details, with whom we share your data and who the controller is, click on [Contacting Eindhoven Airport](#).
- Reporting unsafe situations: You can report unsafe situations at Eindhoven Airport via the Eindhoven Airport website. For more information about this, such as why we process your data, how long we retain your details, with whom we share your data and who the controller is, click on [Reporting unsafe situations](#).
- Working at Eindhoven Airport:  
You can apply for a job via our website [werkenbij.eindhovenairport.nl](http://werkenbij.eindhovenairport.nl). When you apply for a job at Eindhoven Airport, we process your application details, including your name, contact details and the details on your resume and motivation letter. For more information about this, such as why we process your data, how long we retain your details, with whom we share your data and who the controller is, click on [Working at Eindhoven Airport](#).

### **Why do we process your personal data?**

If you provide feedback to us via our website, we do not recommend that you include personal data when doing so. Should you do so nevertheless, we will remove these personal data immediately.

### **How long do we retain your details?**

As mentioned above, we do not recommend that you include personal data when providing feedback to Eindhoven Airport. Should you do so nevertheless, we will remove these personal data immediately.

### **Who do we share your data with?**

We never share feedback with third parties in a way that makes the feedback traceable to an individual.

### **Who is the controller?**

Eindhoven Airport N.V.

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## Cookies

During your visit to the Eindhoven Airport website, our systems will create and consult cookies. A cookie is a compact piece of information which is stored on your computer, tablet, smartphone or other electronic device. They ensure the optimal functioning of the website and collect data in order to make the displayed information as relevant as possible to you.

Most browsers accept cookies; however, it is generally possible to change the settings of a browser so that it no longer accepts cookies.

Read more about the various types of cookies used by Eindhoven Airport, and how you can accept or refuse them in our [cookie statement](#).

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## **Eindhoven Airport BurenApp**

### **Which personal or other data do we process?**

When using the Eindhoven Airport BurenApp, it is possible to share your experience with the aircraft noise in your area with us. We ask you to enter your zip code, so that we can better understand how aircraft noise in different postcode areas in the vicinity of Eindhoven Airport is experienced. Your zip code and feedback cannot be traced back to you as an individual. You are not obliged to provide us with your zip code. You can also pass on your feedback to us without sharing your zip code.

In addition, your device ID is shared with us when using the Eindhoven Airport BurenApp. That is a unique reference of your phone, laptop or other device with which you use the Eindhoven Airport BurenApp. We do not store your device ID.

### **Why do we process your data?**

We process your zip code to segment the feedback received by zip code areas, so that we better understand how nuisance caused by aircraft noise is experienced in different parts in the vicinity of the airport area.

### **How long do we retain your details?**

Your zip code will be deleted no later than six months after you have entered it via the Eindhoven Airport BurenApp.

### **Who do we share your data with?**

Your data will be shared with the app developer/supplier of the Eindhoven Airport BurenApp. We have concluded a data processing agreement with this party to protect your data.

### **Who is the controller?**

Eindhoven Airport N.V.

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## **Newsletter**

### **Which personal data do we process?**

We process your e-mail address to send you our newsletter.

### **Why do we process your personal data?**

You grant us permission to use your e-mail address so that we can send you our newsletter. If you have also given consent to receive other information such as offers and questionnaires, we will send those to you as well.

In case you buy a service or product from Eindhoven Airport, you will receive the newsletter based on our customer relation with you. Eindhoven Airport has a legitimate interest in informing you about new products and services. During the order process on internet, you can always indicate you do not want to receive these newsletters. Furthermore, you can always unsubscribe via the link at the bottom of each newsletter.

### **How long do we retain your details?**

Your e-mail address will be deleted if you unsubscribe from the newsletter.

### **Who do we share your data with?**

We do not share your details with other parties.

### **Who is the controller?**

Eindhoven Airport N.V.

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## **Online contests and campaigns**

### **Which personal data do we process?**

If you take part in an online contest or campaign with a giveaway organised by Eindhoven Airport, we may process your name, address and e-mail address to run the online contest of campaign.

If you are under the age of 16, you can only take participate if you have the consent of one of your parents or your legal guardian. To carry out age verification checks, we may ask for your date of birth.

### **Why do we process your personal data?**

If you win a prize, we will use your data to notify you and to send the prize to you. In addition, your name may be publicly announced on the relevant web page to indicate that you are the winner such contest of campaign. Furthermore, if the winner of an online contest of campaign is published on social media, you may be listed in the winner's announcement with your publicly available username from the relevant social media channel.

The processing of your data is necessary in order to be able to execute the agreement to take part in the online contest or campaign. By participating in an online contest or campaign you agree to any promotional terms and conditions and you enter into an agreement with Eindhoven Airport. If we plan to also use your personal data for marketing purposes, we will clearly notify you and ask for your consent before collecting your personal data.

### **How long do we retain your details?**

Your data will be deleted within four weeks after you prize had been sent and the online contest or campaign has been completed.

### **Who do we share your data with?**

If you are among the winners, we provide your name and address details to the partner Eindhoven Airport cooperates with for the relevant online contest or campaign and to send the prize to you. This party only uses your data for sending your prize and not for other purposes.

### **Who is the controller?**

Eindhoven Airport N.V.

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## **Social media**

Eindhoven Airport has a number of social media channels. These social media channels feature Eindhoven Airport news, information, special offers and things worth knowing about Eindhoven Airport. We will never ask you to place privacy-sensitive information of yourself or others (such as e-mail address, name, address, telephone number) on our social media channels. Should you nevertheless do so, we will delete these details immediately.

If you have questions or comments about Eindhoven Airport, you can share your personal data via a private message. If you want to know what we do with these data, go to [Contacting Eindhoven Airport](#).

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## Working at Eindhoven Airport

### Which personal data do we process?

The following personal data is processed through the [werkenbij.eindhovenairport.nl](https://werkenbij.eindhovenairport.nl) website:

- Application details:

When you, as a visitor, provide your personal data to our website, you do this because you wish to apply for a vacancy at Eindhoven Airport. You do this by completing an online form which asks you for the following information in order to process your job application or internship application: first name, surname, telephone number, e-mail address and place of residence. You can also upload your CV and motivation letter at the same time. If you have a LinkedIn profile and want to share it with us, you can also provide the link to your profile.

For your job application, we do NOT need your social security number, information about racial or ethnic origin, political opinions, religious beliefs, membership of a trade union, physical or mental health or sexual life or orientation. We do not intend to process this sensitive data and therefore ask you not to write down this personal data or send such data to us. Where possible, we will immediately delete sensitive data and not store it.

If necessary for the job, an assessment, pre-employment screening, a medical examination or psychological assessment can be part of the application procedure. Most jobs within Eindhoven Airport require a Certificate of No Objection to be issued.

Providing personal information is (legally) not required. However, if you do not provide the requested personal data, we may not be able to assess whether you are a suitable candidate for a vacant position.

- Website data:

Eindhoven Airport's web server automatically collects IP addresses. Your IP address is a number that allows other computers on the network to identify your computer, so that data (such as internet pages) can be sent to your computer.

Furthermore, during your visit to the Eindhoven Airport website, our systems will create and consult cookies. A cookie is a compact piece of information which is stored on your computer, tablet, smartphone or other electronic device. They ensure the optimal functioning of the website and collect data in order to make the displayed information as relevant as possible to you. We make use of different types of cookies on our website. Read more about the various types of cookies used by Eindhoven Airport, and how you can accept or refuse them in our [cookie statement](#).

### Why do we process your data?

- Application details:

Eindhoven Airport uses job applicants' personal data for recruitment and selection purposes. This means that we have a legitimate interest in processing your personal data. If we store your data in our system in order to be able to approach you for other available or suitable

positions or future vacancies, we will process your personal data based on your consent. We do not use your data for any other purposes.

- Website data:

Eindhoven Airport uses IP addresses to manage its website and to make it as relevant as possible to users. We do not use your data for any other purposes.

## **How long do we retain your data?**

- Applications details:

Eindhoven Airport will delete your data one month after closing the application procedure. If you have given your consent to store your data longer for any other available or suitable positions or future vacancies, we will retain your data for up to one year after the application procedure has ended. After that, we will delete your data.

- Website data:

We delete website data as soon as your visit to the website has ended.

## **Who do we share your data with?**

It is possible to exchange data with Eindhoven Airport using social media, including. If you, as a visitor, choose to respond (apply) using a LinkedIn account, your data will be retrieved from LinkedIn and added to your application form.

Where required for the position, we may provide your personal data to third parties who assist us in assessing your suitability for the position, such as:

- Assessment or screening agencies;
- The examining doctor, the psychologist or the person in charge of the assessment if the applicant undergoes a medical examination or psychological assessment and only if this is necessary for the examination or assessment;
- Others as needed as part of a background check.

Your data will not be shared with third parties in any other way.

## **Do we process personal data outside the European Union?**

We do not transfer your personal data to parties outside the European Union.

## **Who is the controller?**

Eindhoven Airport N.V.

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## **Eindhoven Airport Pass**

### **Which personal data do we process?**

Persons employed on the airport grounds are granted access to airport locations via an Eindhoven Airport Pass. The following personal data of everyone issued with an Eindhoven Airport Pass are stored in our access control systems:

- name and address details
- date of birth and place of birth
- nationality
- gender
- passport photo
- employee number (optional)
- name of employer
- address of employer
- e-mail address of employer
- telephone number of employer

We may also save a 'certificate of good conduct' or 'certificate of no objection'. We register whenever and wherever you use your Eindhoven Airport Pass. Eindhoven Airport does not access these data unless there is a specific (security-related) reason for doing so.

### **Why do we process your personal data?**

Eindhoven Airport is obliged to ensure the security of the airport pursuant to various national and international security-related and other legislation and regulations. These provisions are implemented by means of controlled entryways in combination with a valid Eindhoven Airport Pass in accordance with the requirements specified in EU Regulation (EC) 300/2008, Article 4(1.2), for example. It is essential for Eindhoven Airport to process personal data if the airport is to comply with these statutory obligations. Eindhoven Airport does not process the personal data for other purposes.

### **How long do we retain your data?**

The personal data stored on Eindhoven Airport's systems are destroyed five years after the pass is handed in, unless there are well-founded reasons to retain them for longer, for example in the event of an investigation into an incident. The Eindhoven Airport Pass is destroyed immediately on the handing in of the pass. The information pertaining to the use of the pass are saved for one year.

### **Who do we share your data with?**

We will share the personal data we register with your employer. We do not share the information pertaining to the use of your Eindhoven Airport Pass with your employer.

## Who is the controller?

Eindhoven Airport N.V.

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## Tenants

### Which personal data do we process?

For the purpose of maintaining contact with the staff of our tenants, potential tenants and parties with whom we collaborate, we process their first and last names, job titles, e-mail addresses and telephone numbers.

### Why do we process your personal data?

We lease and manage retail and office space at the airport. We process the personal data of employees of parties with whom we enter into lease or other agreements in order to perform the agreement concerned. We have a legitimate interest in processing the personal data of the employees with whom we do not (yet) have an agreement.

### How long do we retain your data?

The period of time we retain your data depends on the duration of the agreement concluded with Eindhoven Airport. If the agreement ends and we do not require your data for other reasons, your data will be deleted.

### Who do we share your data with?

If necessary, we can share your data with maintenance parties for operational technical maintenance.

### Who is the controller?

Eindhoven Airport N.V.

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## **Business associates**

### **Which personal data do we process?**

Eindhoven Airport maintains relations with representatives of organisations in a whole range of areas. As a rule, we register the following contact details of these representatives: first and last name, job title, e-mail address and telephone number. Depending on the circumstances, we also register other contact details or preferences.

### **Why do we process your personal data?**

There may be an agreement between the organisation you work for and Eindhoven Airport. In that case, we will process your details primarily in order to perform the agreement concerned.

We do not have agreements with (the employers of) all our business associates. All our business associates, regardless of whether we have an agreement with them or not, are occasionally sent a newsletter or an invitation to participate in an event at Eindhoven Airport. We will use your personal data for this purpose. We have a legitimate interest to process the personal data of our business associates. If you do not wish to receive the newsletter, you can unsubscribe from it.

### **How long do we retain your details?**

Information maintained by Eindhoven Airport is regularly checked that it is up to date. If information proves to no longer be correct, it is deleted or amended.

### **Who do we share your data with?**

We share your details within the Eindhoven Airport organisation. We do not share your data with third parties outside Eindhoven Airport.

### **Who is the controller?**

Eindhoven Airport N.V.

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## **Do we process personal data outside the European Union?**

Eindhoven Airport processes personal data as much as possible within the European Union. Eindhoven Airport may engage a processor who delivers services whereby data are processed in countries outside the European Union. We do this only in a manner that complies with the requirements of the General Data Protection Regulation.

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## **Which rights do you have?**

### **Access to, amendment and deletion of your personal data**

You have the right to know what personal data on you are processed by Eindhoven Airport. If we have not obtained the data directly from you, you also have the right to know from what source they derive and to receive a copy thereof.

If your personal data prove to be incorrect, you can ask us to amend your data. You can also request us to delete personal data and to discontinue their use. If we process your personal data on the basis of your consent, and there is no other legal basis for the processing, you have the right to withdraw that consent and we will comply with your request to delete them. In some cases, we may refuse your request if, for example, we need your personal data for security reasons at Eindhoven Airport or for tax administration.

### **Restriction of processing and right to transfer your data**

If in your opinion we are not processing your data in a correct manner, you can request a restriction of the processing. You can also ask us to transfer your digital personal data to you or to another party in a readable and usable form.

### **Lodging an objection**

Besides requesting deletion or restriction of the processing, you can also object to the processing of personal data by Eindhoven Airport. First, you can do so if you do not agree to Eindhoven Airport using your personal data for direct marketing (for instance by profiling).

Second, you can object to the use of your personal data owing to your specific situation. If you lodge an objection, we will in principle temporarily discontinue or restrict the processing. If your objection is accepted, we will definitively discontinue or restrict the processing.

### **Your request and our response**

If you have a question, a request or if you wish to lodge an objection, e-mail our Privacy Officer via [privacy@eindhovenairport.nl](mailto:privacy@eindhovenairport.nl). We will do our utmost to respond to your request in a timely manner.



We may ask you to send us a copy of a valid ID if this is necessary in order to confirm your identity. In that case, do not forget to cover your photo and cross out your social security number on your identification document. After identification, we will decide on your request within four (4) weeks, unless we have informed you that we need more time.

If any part of your request is unclear to us, we may ask you to specify your request and/or to supplement it, to enable us to provide you with the best possible service.

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## **Whose privacy statement is this and how can you contact us?**

### **Who is the controller?**

This privacy statement has been issued by Eindhoven Airport N.V. and relates to all processing for Eindhoven Airport's services or activities on or in the vicinity of the airport.

The contact details of Eindhoven Airport are:

Luchthavenweg 13  
5657 EA Eindhoven  
The Netherlands

### **How to contact our Privacy Officer?**

We have appointed a Privacy Officer who is the first point of contact for questions regarding privacy. If you have questions or comments about our privacy statement or how Eindhoven Airport handles personal data, you can contact us at [privacy@eindhovenairport.nl](mailto:privacy@eindhovenairport.nl).

### **How to contact our Data Protection Officer?**

Eindhoven Airport is part of the Royal Schiphol Group. The Data Protection Officer of the Royal Schiphol Group provides advice to us and monitors compliance with the privacy laws and regulations by Eindhoven Airport.

Questions or request for the Data Protection Officer can be mailed to [privacy@eindhovenairport.nl](mailto:privacy@eindhovenairport.nl) or sent to our postal address, for the attention of the Data Protection Officer. We will forward those questions or requests to the Data Protection Officer. Together with your request, please provide your name, address, e-mail address and telephone number. As soon as possible after receipt of your request or question, the Data Protection Officer will inform you about your question or the handling of your request.

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## **How to lodge a complaint with the Dutch Data Protection Authority?**

If you are dissatisfied with the way in which we treat your privacy or handle your request or objection, you can file a complaint with the [Dutch Data Protection Authority](#).

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## **Where can you find the latest version of this privacy statement?**

If necessary, we will update this privacy statement. This may be due to changes in policies, changes in the data processing operations or changes in the systems we use to process data. You can find the most current privacy statement at [www.eindhovenairport.nl](http://www.eindhovenairport.nl). We recommend that you consult this privacy statement regularly so that you are aware of these changes. You will always see the latest date of change here.

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