
PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

CRCO recovery of charges application

EUROCONTROL protects your personal data in accordance with the [EUROCONTROL Regulation on Personal Data Protection](#) adopted by its Member States and published in 2008, and its [Implementing Rules](#) which were published in 2017.

1. What is the CRCO recovery of charges application? Why do we collect, store and process your data?

EUROCONTROL, through the CRCO, has the responsibility to operate the EUROCONTROL Common Route Charges System on behalf of the EUROCONTROL Member States. EUROCONTROL bills and collects route charges in accordance with the Multilateral Agreement relating to Route Charges and undertakes similar tasks for terminal charges (Member States) and for air navigation charges (non-Member States) under bilateral agreements.

The charges billed are with respect to the air navigation services provided by the States and the Air Navigation Service Providers (ANSPs) in their respective airspace.

The CRCO recovery of charges application is a live database where personal data and the relevant correspondence are stored and processed in order to allow the CRCO to ensure the collection of air navigation charges. It allows the CRCO collection staff to contact the appropriate person, at an airline or at any other aircraft operator, via any means of communication to solicit the payment of unpaid route and terminal charges.

2. What personal data do we collect, store and process about you?

The CRCO collects, stores and processes contact data used to interact with airspace users, i.e. airlines or any other aircraft operators, to whom air navigation services are provided by the States and their ANSPs. The contact data may include the name of the individual person, as well as contact details such as preferred languages (EN or FR), address, email address, job title, telephone, fax and mobile numbers. The CRCO stores the relevant correspondence. This correspondence includes the sent and received e-mails, faxes, postal correspondence, which is scanned and stored electronically. The CRCO notes telephone conversations but never records such telephone conversations.

SUPPORTING EUROPEAN AVIATION

Member States: Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Republic of Moldova, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye, Ukraine, United Kingdom.

Comprehensive Agreement States: Israel, Morocco.

3. Who is your data disclosed to? Who has access to your data?

The collected personal data is treated confidentially and used only by the authorised CRCO staff to the extent necessary to carry out to their respective functions.

4. How long is your data kept?

Contact data are kept as long as the data subject's account is active, they are immediately deleted upon the receipt of a notification from the contact person or from his/her company. The relevant correspondence is subject to a retention period of up to 20 years.

5. What are your rights under the EUROCONTROL Data Protection Regulation?

You have the right to access, rectify, complete, update your personal data and, under certain conditions, have your personal data deleted through your usual contact in the CRCO or by writing to r4.crco@eurocontrol.int.

6. What do we do to avoid misuse or unauthorised access to data concerning you?

EUROCONTROL is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, EUROCONTROL has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information collected from you.

7. What safeguards do we apply when we transfer your data to third parties?

We will not, under any circumstances, share with or sell your personal information to any third party for marketing purposes, and you will not receive offers from other companies or organisations as a result of giving your details to us.

8. Who can you contact if you have questions or want to make a complaint?

For any queries related to your personal data please contact r4.crco@eurocontrol.int, which is the team responsible for the processing of the personal data concerning you.

Complaints can be addressed to EUROCONTROL's [Data Protection Officer](#).