

C.28/04/2026

PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

Recording of telephone calls in the guardhouse and security desk

EUROCONTROL protects your personal data in accordance with the [EUROCONTROL Regulation on Personal Data Protection](#) adopted by the Permanent Commission in 2024.

1. What is Recording of telephone calls in the guardhouse and security desk? Why do we collect, store and process your data?

Recording of telephone calls in the guardhouse and security desk includes telephone calls being recorded through local recording equipment off extension 1234. This activity and the processing of personal data is carried out for security and/or safety purposes and replay of the telephone calls is possible.

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

We collect, store and process the following personal data related to you:

- Your first and last name(s), sometimes upon request,
- Your address,
- Your telephone number,
- Your company,
- The caller ID, if not hidden,
- Verbal exchange between you and the telephone operator.

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

Access to your personal data is provided to EUROCONTROL staff and contractors according to the “need to know” principle. Specifically, external security staff of the provider contracted by EUROCONTROL for the provision of guarding services will have access to the recordings. Such staff abide by statutory, and when required, additional confidentiality agreements (see further section 7). Access is also granted to police and/or military police, solely for security and/or safety reasons, and only once initiated by security staff.

4. How long is your data kept?

Your data is kept for a period of one (1) month, afterwards your data is securely deleted.

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Comprehensive Agreement States: Israel, Morocco.

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

You have the right to access, rectify, restrict or erase your data when the data is inaccurate or incomplete or its processing does not comply with the Regulation. You may also be entitled to object to the use of your personal data based on your particular personal situation.

You can exercise your rights or request additional information about the processing of your data by contacting the data controller, or in case of conflict the Data Protection Officer (DPO) and if necessary, the EUROCONTROL Data Protection Supervisory Board (DPSB) using the contact information given at the end of this notice.

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

In order to protect your personal data EUROCONTROL has put in place appropriate technical and organisational measures; these measures are designed to prevent unauthorized access, modification or disclosure and protect the data against accidental or unauthorized destruction.

EUROCONTROL applies industry standards and best practices in cyber security, including the Center for Internet Security's (CIS) Critical Security Controls. These standards provide us with a comprehensive framework for establishing, implementing, and maintaining information security management systems in order to protect our networks and systems against security threats.

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.

Your personal data is only given to a very limited set of contractors / external parties for the performance of their tasks (see section 3 above).

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

For any queries, concerns or complaints related to your personal data, please contact: masuac.operational.security@eurocontrol.int which is the entity/team responsible for the processing of your personal data.

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If you are not satisfied with the outcome of your request, or you believe that there has been an infringement of the Regulation, you may file a formal [complaint with the Data Protection Supervisory Board](#). Before doing so, you must try to solve the matter with EUROCONTROL's [Data Protection Officer](#).

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