PRIVACY NOTICE ON THE PROTECTION OF PERSONAL DATA IN THE CONTEXT OF THE EAD SERVICE

European AIS Database (EAD)

SUPPORTING EUROPEAN AVIATION

FOUNDING MEMBER
SESAR
JOINT UNDERTAKING

NETWORK MANAGER

EUROCONTROL protects your personal data in accordance with the EUROCONTROL Regulation on Personal Data Protection adopted by its Member States and published on 2.7.2008, and its Implementing Rules which were published on 25.10.2017.

1. What is the European AIS Database ("EAD")? Why do we collect, store and process your data?

EAD is a centralized reference database of quality-assured aeronautical information and, simultaneously, a fully integrated, state-of-the-art AIM solution.
It provides the following services to its customers:

- NOTAM consultation and operations;
- Aeronautical data maintenance and consultation;
- Aeronautical Information Publication management, including electronic AIP and charting services;
- Flight planning and briefing;
- Service Desk.

The two access modes for EAD operational services are EAD Pro (B2C) and My EAD (B2B) for Data Users and Data Providers.
The service provision is subject to the signature of an Agreement defining the rights and obligations of the parties and the services made available.

In addition to the above, the general public has also access to a free public access service application, EAD Basic, with a limited set of aeronautical information. The information accessible via EAD Basic is for general purposes only. For safety and security reasons, the data shall not be used for operational purposes.

Personal data are required for EAD access management and for security reasons such as to provide users with a user name for identification reasons and a password to ensure a secure access.

Specifically, for EAD Pro and My EAD, personal data are also required for traceability of the operations made by Data Providers (create, read, update and delete).

For EAD Basic, personal data are stored and used for informing the public on the operational use and capabilities of EAD.

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

Data from individuals are collected, stored and processed by EAD as follows:

- For Data Providers:
- Aeronautical Information Services (AIS), organizations within Civil Aviation Authorities, Air Navigation Service Providers (ANSPs), and Military Administrations or Organizations;

- Designated organizations maintaining and processing data that do not fall under the responsibility of National Agencies.

- For Data Users:
- Aeronautical Information Services (AIS), Civil Aviation Authorities (CAA), Air Navigation Service Providers (ANSPs), Military Administrations or Organizations, airports, etc.;
- Aircraft operators;
- International organizations;
- Private pilots;
- Commercial users;
- General public;
- External companies;
- EAD Industry partners.

The following personal data are processed in EAD: names, telephone numbers, email addresses, office addresses, user names and passwords. User names are, however, anonymized when made available to the Data Users and Data Providers. User names can only be linked to the user by authorized EUROCONTROL staff as well as suppliers' staff having a contract with EUROCONTROL for the provision of EAD services. Additionally, personal data include communications such as messages and calls of data users and data providers to the EAD Service Desk via a ticketing system.

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

Your data may be disclosed to:
- Internal EUROCONTROL, NMD/INF/IAC, EAIM Service staff;
- Staff of external contracted companies who are responsible for the provision of EAD and specifically, the IT Provision, the Data Operations Provision, the Application Maintenance, provision of Aeronautical Information Publication (AIP), provision of Charting and provision of Static Data Operations and Static and Dynamic Data operations. Their access to your personal data information is strictly limited to the execution of their contractual tasks;
- Only your Client Security Officer (CSO) may receive information on the link between username and the individuals concerned, in their organisation, upon request.

4. How long is your data stored?

Your data is stored by EAD for a minimum period of seven (7) years, which is required by the relevant regulatory framework for incident investigation purposes.

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

You have the right to access, rectify, complete and update your data either by using self-service interfaces (i.e. online tool function to edit your profile, in which case the update is immediate) or by contacting the EAD Service at ead.service@eurocontrol.int.

You have the right to object to the use of your personal data in specific circumstances and to request additional information about the handling of your personal data by contacting the EAD Service.

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.

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 personal data to EUROCONTROL.

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 EAIM Data Controller at EAIM-data-controller@eurocontrol.int.

Complaints can be addressed to data-protection-officer@eurocontrol.int.

SUPPORTING EUROPEAN AVIATION