

DDR2 PRIVACY STATEMENT

PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

Demand Data Repository (DDR2)

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 DDR2? Why do we collect, store and process your data?

The DDR2 web portal aims to provide data (past and future), for traffic and environment data structure for all Europe and tools (SAAM¹ and NEST²). DDR2 also prepares automatically some reports that can be downloaded and provide means to filter and download past traffic and provide to airlines flight efficiency facilities.

We collect personal data when we need to contact you by email or remote connection to have a personal dialog and connection to you; also, personal data are used by some automatic processes to send reports and/or data files by email addressed to you.

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

DDR2 relies on internal generic EUROCONTROL LDAP tools to store information like your login ID, first name, last name, organization, and email address and access or not to DDR2. Except the last item, DDR2 cannot manage or change such LDAP information.

Each request to access to DDR2 (access granted or not) is stored in an Excel file. The following data are stored : request date, login ID, first name, last name, organization, email address, DDR2 access decision and type of access, possibly some comments. This Excel table is accessible to limited number of DDR2 administrative staff, and is copied each year to the Network Management Directorate's Data Coordinator for establishing high-level use and access statistics. DDR2 uses its own database to store personal data and DDR2 specific data. Personal data are: login ID, first name, last name, email address, organization. Other DDR2 data are more technical: like values of download and generation counters, type of users, restriction or type of services applied or provided by DDR2 (like automatic GASEL³ files distribution each AIRAC⁴).

In addition, each day, DDR2 creates a new log files recording all users actions (like a connection to DDR2, downloading a file, launching a generation, making a traffic query etc.) with user login ID and date/time.

Links between EUROCONTROL LDAP, internal DDR2 database, DDR2 log files and the Excel file is done via unique login ID.

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

Internal DDR2 database + log file are accessible only by the administrator that have access to DDR2 server(s), it could be an external contractor.

Excel file is accessible and can be updated by administrators and few assistants (who could be external contractor) managing user's requests.

¹ System for traffic Assignment and Analysis at Macroscopic level

² Network Strategic Tool

³ Generic ATFM Simulator & Library

⁴ Aeronautical Information Regulation and Control

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LDAP database can be updated by administrators and assistants when a new user is requesting an access. A specific EUROCONTROL tool gives a very limited access and only for DDR2.

Once a year a request issued from Network Management Directorate Data Coordinator request a copy of the Excel file for the past year.

Log files are processed once a year to get anonymous statistics on usage made of DDR2, these log file could be given to one member of the team to process the data. These statistics are presented to the NMD/OPL CAPACITY board.

4. How long is your data kept?

DDR2 do not manage the LDAP database.

When a DDR2 user's email is no more valid (test is done twice a year for all users) or when a DDR2 user requests not to be a subscriber to DDR2 anymore, then the DDR2 entries are deleted immediately from our internal database. As consequence, deleted user cannot be retrieved from the log files and then are discarded from statistics.

Log files as such are never deleted (but cannot be linked to an individual anymore).

The Excel file is never deleted, allowing to check when a DDR2 user possibly restart to be active, under same email or not, or same login or not, etc...

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

You have the right to access, rectify, complete and update your data option by using EUROCONTROL OneSky Online services, or by contacting EUROCONTROL IT service desk: IT.ServiceDesk@eurocontrol.int. Once you have subscribed to DDR2, you have the right to object to the use of your personal data in some circumstances. You may also delete your personal information. You have the right to request additional information about the handling of your personal data by contacting ddr2_support@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?

Your personal data is only given to a very limited number of internal staff or external contractors for the performance of their tasks (see section 3 above). Contracts with our contractors contain appropriate personal data protection obligations.

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: ddr2_support@eurocontrol.int, which is the entity/team responsible for the processing of the personal data concerning you

Complaints can be addressed to EUROCONTROL's Data Protection Officer.