

D: 06/03/2025

PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

Contact and subscription forms on the EUROCONTROL website

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

1. What are the contact and subscription forms on the EUROCONTROL website? Why do we collect, store and process your data?

This privacy statement concerns the processing of personal data by EUROCONTROL when a data subject uses the contact form or a subscription form on the eurocontrol.int website.

In this context, your personal data may be collected for the following purposes:

- Contacting you about your question or request:
When using a contact form, your question or query is sent to one of our services. In some cases, you will be asked to identify the service yourself. In order to treat your question efficiently and effectively, we need to process a certain amount of personal data.
- Adding you to a subscription list:
You can use the subscription form to subscribe to a specific service of EUROCONTROL. The service will be informed about your subscription, activating the service as explained on the EUROCONTROL website. In order to process and exercise your subscription correctly, we need to process a certain amount of personal data.
- Storing the content of the request for archiving purposes.

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

In order to carry out the processing, we hold the following categories of data related to you:

- **Identification data:** first name, last name, e-mail. In the case of using a subscription form, we also hold your title (if provided), job title, and name of your company/organisation if applicable.
- **Content of the request**

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

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Access to your personal data is provided to authorised EUROCONTROL staff and contractors according to the “need to know” principle. Such staff abide by statutory, and when required, additional confidentiality agreements (see further section 7).

When you make use of the contact form or a subscription form, your data is shared with the relevant service. In some cases, you will have to select for whom the contact form is intended.

Additionally, all requests are logged internally and kept for 6 months in a database. Administrators other than the recipients of the request will have access to your request for this time period.

4. How long is your data kept?

EUROCONTROL only keeps your personal data for the time necessary to fulfil the purpose of collection or further processing as explained under paragraph 1 above. If you have contacted EUROCONTROL with a question or a simple request, your data will be deleted as soon as it is no longer in use. If you want to subscribe to a service, the data will be used for as long as you use the service, until you opt out.

The requests saved in the database will be deleted after 6 months.

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

You have the right to access, rectify, complete and update your data using the following options:

- a) using self-service interfaces (i.e. unsubscribe or update subscription link on newsletters you receive), taking effect immediately; or
- b) by contacting web_helpdesk@eurocontrol.int.

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 web_helpdesk@eurocontrol.int, 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?

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,

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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: web_helpdesk@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](#). If you are not satisfied of the outcome of your complaint in front of the DPO, you can file a formal complaint to the DPSB.

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