

Compensation scheme privacy statement

Eindhoven Airport is committed to protecting your privacy. This privacy statement explains how we handle the personal data that we process within the context of this compensation scheme.

This privacy statement applies only to the processing of the personal data that you share via the form on our website www.eindhovenairport.nl/en/contact.

Which personal data do we process?

When you submit the form for the temporary compensation scheme, Eindhoven Airport will process the following personal data:

- Name (first and last name) of the passenger(s) whom the request for compensation is about
- Address details of the passenger(s) whom the request for compensation is about
- E-mail address
- Flight data (flight number, departure date and time), of both the missed flight as well as the potential replacement flight
- Booking confirmation and proof of payment for the missed flight and, if applicable, the booking confirmation and proof of payment for the replacement flight
- Booking confirmation and proof of payment for other costs for which the compensation request is being submitted, such as accommodation and excursions
- IBAN number and the account name for this bank account
- Personal data that are part of the provided proof
- Confirmation or denial from your airline on whether you have missed your flight
- Confirmation or denial from your airline on whether your missed flight has been compensated already by your airline

Why do we process your personal data?

We use your personal data to process your compensation request as best as possible.

We also process your personal data to determine whether your request is eligible for compensation.

If we have determined that you are eligible for compensation, we will use the IBAN-number and the account name you have provided to transfer the compensation.

Based on which legal bases do we process your personal data?

We process your personal data based on two different legal bases.

Firstly, we process your personal data, because it is necessary for the performance of the contract between you and Eindhoven Airport. The agreement here is the definitive agreement between Eindhoven Airport and you regarding your missed flight and your potential compensation. Eindhoven Airport checks your data and if you are eligible for a compensation, then Eindhoven Airport will transfer the compensation to your bank account.

Secondly, we process your personal data based on your consent. Based on your consent we can share your personal data with your airline to check whether you have missed your flight and, in some cases, whether you have already been compensated by your airline. At any time, you can withdraw your consent. You can withdraw your consent by sending an email to our privacy officer via privacy@eindhovenairport.nl.

How long do we retain your personal data?

We retain all personal data that have been submitted through the form for a maximum of two years after the traveller's submission has been finalised.

With whom do we share your personal data?

Customer Service

For the processing of requests for compensation, we work together with the organisation that is responsible for our customer service. This organisation is located in the Netherlands. Eindhoven Airport has a data processing agreement with this organisation.

Customer Relation System

Additionally, the submitted forms are being processed through a customer relation system. The organisation that provides this system processes your personal data as part of our customer relation management. This system gives Eindhoven Airport the necessary overview of all the customer service requests, so that we can make sure all requests are being processed and handled properly and securely. Eindhoven Airport also has a data processing agreement with this organisation.

Airlines

In some cases, we will cross check your personal data with data from the airline you booked your flight(s) with. We will share personal data with your airlines, so that we can check:

- Whether you have missed your flight; and
- In some cases, whether your missed flight has already been compensated.
For example, when your airline has rebooked your flight free of charge.

Eindhoven Airport only shares the personal data that is necessary for the abovementioned two checks, such as your name and flight data. The airlines, in return, will confirm or deny whether you have missed your flight and whether you have already been compensated by the airline.

Consumentenbond/ / Max Ombudsman

If you have given consent for sharing information with the Consumentenbond or the Max Ombudsman, then Eindhoven Airport can share your personal data with these organisations.

Do we process personal data outside the European Union?

Eindhoven Airport processes personal data within the [European Economic Area](#) as much as possible. Eindhoven Airport works with a data processor that delivers IT services, whereby personal data are processed in countries outside the European Economic Area. Eindhoven Airport only transfers personal data outside the European Economic Area in a manner that complies with the requirements of the General Data Protection Regulation (GDPR), due to the fact that our processor, the Customer Service, has signed [Standard Contractual Clauses](#) with the sub-processor. You may request a copy of these Standard Contractual Clauses by sending an email to our privacy officer via privacy@eindhovenairport.nl.

What are your rights?

Access to, amendment and deletion of your personal data

You have the right to know what personal data of you are processed by Eindhoven Airport. If we have not obtained the personal data directly from you, you also have the right to know from what source they come and to receive a copy your personal data.

If your personal data proves to be incorrect or inaccurate, you can ask us to amend your personal data. You can also request us to delete personal data and to discontinue their use. We will always assess your request to check whether we will fulfill your request.

Restriction of processing and right to transfer your personal data

If you have the opinion that Eindhoven Airport is not processing your personal data in a correct way, you can request a restriction of the processing.

You can also ask us to transfer your personal data to you or to another party in a readable and usable form.

Your request and our response

If you have a question, a request or if you wish to lodge an objection, send an e-mail to our Privacy Officer via privacy@eindhovenairport.nl. We will respond to your request in a timely manner.

We may ask that you send us a copy of a valid ID if this is necessary to confirm your identity. You can find out how to make a secure copy on [this website of the Dutch government](#).

Should any part of your request prove unclear to us, we may ask you to further specify and/or give additional information, so that we can provide you with the best possible service.

Whose privacy statement is this and how to contact us?

Eindhoven Airport (Eindhoven Airport N.V.) is the data controller within the scope of this privacy statement.

The contact details are:

Eindhoven Airport N.V.

5657 EA Eindhoven

Email: privacy@eindhovenairport.nl

How to contact our DPO?

Eindhoven Airport is part of the Royal Schiphol Group. The Data Protection Officer of the Royal Schiphol Group provides advice to us and monitors compliance with the privacy laws and regulations by Eindhoven Airport.

Questions or request for the Data Protection Officer can be mailed to privacy@eindhovenairport.nl or sent to our postal address, for the attention of the Data Protection Officer. We will forward those questions or requests to the Data Protection Officer. Together with your request, please provide your name, address, e-mail address and telephone number. As soon as possible after receipt of your request or question, the Data Protection Officer will inform you about your question or the handling of your request.

How to lodge a complaint with the data protection authority?

If you are dissatisfied with how we are handling your personal data, your request or your objection, you can lodge a complaint with the [Dutch Data Protection Authority](#).

Where is the latest version of this privacy statement?

If and when necessary, we will update this privacy statement. Updates may be required due to changes in our policies, our data processing operations or the systems we use to process personal data.

This version was issued on 21 September 2022.