

V I P C E N T R E

Privacy Statement

ORIGINAL
December 2019

Schiphol Nederland B.V. ('Schiphol') is strongly committed to protecting your personal data. In this Privacy Statement, Schiphol explains how it collects, uses and protects your personal data within the scope of your VIP reservation. Reservations for the Schiphol VIP service are entirely voluntary.

Which personal data do we process?

To reserve a VIP service, we register the following personal data:

- Reservation details: Date/time of VIP service, type of flight (departure/arrival, transfer), flight number, time of flight, destination, notes calendar, notes handling agent.
- Personal data: Name, initials, job description, term of address, university title, type of person (VIP/contact person), organisation, personal wishes.
- Invoicing details: Organisation, name, address, postcode, city/town, country code, cost centre, reference number, VAT number, credit card/invoicing indicator, invoice amount.

Why do we process your personal data?

We process your data to be able to perform the VIP service and to be able to invoice it. We therefore process your data in connection with the performance of an agreement.

Additionally, to be on the safe side, we also ask you to provide your consent for the processing of personal data when you request the VIP service.

How long will we retain your data?

We will delete your reservation details two years after you have used the VIP service.

We will anonymise your personal data and invoicing details after two years calculated from the last time you used the VIP service.

Who do we share your data with?

Schiphol engages various parties that perform the VIP service, such as KLM Nederland BV, OSP Vermaat, Metenco and I SEC. We disclose the data to them that they require to provide a part of the VIP service to you. We do not share your data with others.

What are your rights?

Access to, change and deletion of your personal data

You have the right to know what personal data on you are processed by Schiphol. If we have not obtained the data directly from you, you also have the right to know from what source they derive and to receive a copy thereof.

If your personal data prove to be incorrect, you can ask us to change your data. You can also request us to delete personal data and to discontinue their use. If we process your personal data on the basis of your consent and there is no other legal basis for the processing if you withdraw that consent, we will always comply with your request to delete them. In some cases, we may refuse your request.

Restriction of processing and right to transfer your data

If in your opinion we are not processing your data in a correct manner, you can request a restriction of the processing.

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

Lodging an objection

You can object to the use of your personal data owing to your specific situation. If you lodge an objection, we will in principle temporarily discontinue or restrict the processing of your personal data. If your objection is accepted, we will definitively discontinue or restrict the processing.

Your request and our response

If you have a question or a request or if you wish to lodge an objection, send an email to our DPO via dpo@schiphol.nl. We will do our best to respond to your request on time.

If it is necessary in order to confirm your identity, we may ask you to send us a copy of a valid ID. Instructions for making a safe copy are available on <https://www.rijksoverheid.nl/onderwerpen/identiteitsfraude/vraag-en-antwoord/veilige-kopie-identiteitsbewijs>. If you do not wish to send a copy of your ID, you can also visit us for the purpose of identification. For more information about this, please contact the Data Protection Officer.

If any part of your request is unclear to us, we may ask you to specify your request and/or to supplement it, to enable us to provide you with the best possible service.

Whose Privacy Statement is this and how can you contact us?

Who is the controller?

This Privacy Statement is issued by Schiphol Nederland B.V. Schiphol's contact details are:

Schiphol Nederland B.V.
PO Box 7501
1118 ZG Schiphol
The Netherlands

vipcentre@schiphol.nl

How to contact our Data Protection Officer

Schiphol has a Data Protection Officer for all your questions concerning privacy. The Data Protection Officer also provides advice to us and monitors compliance with the privacy laws and regulations by Schiphol.

Do you have any questions or requests concerning your data? If so, you can send an email to the Data Protection Officer via dpo@schiphol.nl or send a letter to our postal address, for the attention of the Data Protection Officer. Together with your request, please inform us of your name, address, email address and telephone number.

How to lodge a complaint with the Dutch Data Protection Authority

If you are dissatisfied with the way in which we treat your privacy or handle your request or objection, you can file a complaint with the Dutch Data Protection Authority via [link: <https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>].

Where can you find the latest version of this Privacy Statement?

If necessary, we will update this Privacy Statement. This may be due to changes in policies, changes in the data processing operations or changes in the systems we use to process data. You can find the most recent version of the Privacy Statement on our website (<http://www.schiphol.nl/vip>). We advise you to check this regularly. This version was compiled in December 2019.