

1<sup>st</sup> October 2017

IT Security, Risk & Compliance



## daa Privacy Notice – detailed notice

---

### Platinum Services Privacy Statement

This Privacy Statement applies to all personal information collected by Platinum Services. The purpose of this statement is to let you know what to expect when Platinum Services collects personal information via our websites.

### General Statement

daa fully respects your right to privacy, and will not collect any personal information about you on this website without your clear permission. Any personal information that you volunteer to daa will be treated with the highest standards of security and confidentiality, strictly in accordance with the Data Protection Acts, 1988 & 2003.

If you have any questions or comments about this privacy policy, please contact our Data Protection Officer:

Data Protection Officer, Cargo Building 6, Corballis Park, Dublin Airport

[DataProtection@daa.ie](mailto:DataProtection@daa.ie)

The daa privacy notice includes the following information:

- The information we collect about you;
- The purpose for using this information;
- When we may share this information;
- With whom we may share this information;
- How long we keep this information;
- How we treat sensitive information;
- How we secure your information;
- Your rights in relation to your information;
- How we use cookies;
- Changes to our Privacy Policy.

### The information we collect about you

We collect information about you via this website, via telephone, email and forms. We will collect information relating to:

- each passenger who is booked to use the service
- the person who makes the booking (whether or not he/she is actually going to use the service)

We will collect the following personal information from you:

- names, addresses, gender, nationality, date of birth, telephone numbers, email addresses, passport or Government Issued ID card details, flight/land travel details
- if passengers choose to book car parking services we will also require vehicle registration details

### **The purpose for gathering this information**

The purpose for collecting the personal information that you provide is to allow us to:

- to provide the platinum service;
- to fulfil and satisfy all relevant security, immigration, customs, operational and border control requirements – this can include passing on and sharing any such information to government authorities (including customs and immigration) for border control and aviation security purposes;
- to enable daa carry out statistical and marketing analysis on a depersonalised basis and to feed such data to our business intelligence data warehouse;
- for administrative, financial reporting, auditing and legal purposes.

The information will be retained for a six year period in accordance with appropriate legislation.

daa will process your information fairly and securely and will only use your information for the purposes outlined in this policy except when:

- You have consented to further processing;
- The processing is directly compatible with the original purposes for collection;
- The processing is necessary for the performance of a contract with you;
- We are requested to do so by law or by relevant authorities;

### **When we may share this information**

We may share the personal information we hold about you with across daa companies for administrative activities as follows:

- responding to your enquiries and complaints;
- providing you with products and services;
- statistical and marketing analysis on a depersonalised basis

### **With whom we may share this information**

We may share the personal information we hold about you with the following organisations or types of organisations:

- government authorities (including customs and immigration) for border control and aviation security purposes;

Your personal information will be kept secure and confidential. We may share the personal information we hold about you with organisations outside the European Economic Area (EEA). If so, we will require that these organisations protect your information to the same degree as data shared within the EEA.

### **How long we keep this information**

When we collect your information, we will not retain it for any longer than necessary as outlined by daa Retention Policy. We will delete this information **6** years after we finish supplying any services.

You have the right to ask us to delete your personal data as outlined in [\*\*Your rights in relation to your information\*\*](#)

### **How we treat sensitive information**

Sensitive personal information is any information relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of

genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation shall be prohibited.

We will only collect sensitive information when it is necessary for providing a specific service to you. When we collect sensitive information, we will notify you of how we will use it and who it may be shared with.

### **How we secure your information**

We will take all reasonable technical and organisational measures to prevent the loss, misuse or alteration of your personal information.

### **Your rights in relation to your information**

Your rights over the personal information that we process about you are outlined here in detail.

You have the right to find out if we hold information about you. You also have the right to be given a description of the information and to be told the purpose(s) for holding the information.

The request, referred to as a 'Subject Access Request', must be submitted in writing to the following:

Data Subject Access Request,  
Data Protection Officer,  
Cargo Building 6, Corballis Park, Dublin Airport  
Co. Dublin,  
Ireland

You have the right to rectify any information we hold about you that is inaccurate.

You also have the right to object to the processing of your data or to request that we delete your information if any of the following apply:

- You wish to withdraw consent if consent was the basis for processing your information;
- The information is no longer needed for the purposes for which it was collected;
- There is no legitimate interest for the continued processing of your information;
- There is no legal basis for the processing of your information;
- Where personal information is processed for the purposes of direct marketing;

You have the right to obtain a machine-readable copy of the personal information we hold about you in order to transfer it to another service provider.

If you are not happy with the way we process your personal information or with a response that we have provided to you in relation to a query about your personal information you have the right to make a complaint to the Office of the Data Protection Commissioner.

## Web Browsing

Technical details in connection with visits to our websites are logged by our eCommerce Department for statistical purposes only. No information is collected that could be used by us to identify website visitors. The technical details logged are confined to the following items:

- the top-level domain name used (e.g. .ie, .com, .org, .net)
- clickstream data which shows the traffic of visitors around this website (such as pages accessed and documents downloaded);
- the type of web browser used by the website visitor.

Some of the above information is used to create summary statistics, which allow us to measure the number of visitors to our sites, identify what pages are accessed most frequently and generally, help us to increase the usability and accessibility of our sites. We do not release any information or statistics to third-parties. By using our websites, you accept the practices described in this Statement.

## How we use cookies.

Cookies are small text files a website will place on your hard drive to record your preferences on a site or help identify trends for statistical purposes.

It is important to note that accepting cookies used on our sites does not give us access to any personal information.

Most browsers automatically accept cookies by default, but you can usually refuse cookies or selectively accept certain cookies by adjusting the preferences in your browser. You can find information on how to adjust your cookie preferences for popular browsers at the following websites.

- Microsoft Internet Explorer;
- Mozilla Firefox;
- Google Chrome;
- Opera;
- Safari.

To access our cookie notice, please go to the [cookie policy page](#).

### **Changes to our Privacy Policy**

We review our privacy notice on a regular basis and any updates will be detailed within this notice.

### **Contact us**

If you wish to get more information on Platinum Services Privacy Policy:

Platinum Services

Dublin Airport

Co Dublin, Ireland

Email: [platinumservices@dublinairport.com](mailto:platinumservices@dublinairport.com)