



ACI EUROPE PRIVACY POLICY

ACI EUROPE (Airports Council International European Region) (hereunder as “ACI EUROPE” or “We”) is committed to protecting your privacy. For this reason, we have created this Privacy Policy to help you understand how we collect, use and protect the information we collect.

This Privacy Policy is a binding agreement between you and ACI EUROPE. This policy may change from time to time, therefore we recommend that you check it regularly. Your continued use of our services after the posting of any changes will constitute your acceptance of those changes.

USE of your information:

ACI EUROPE receives and stores information you enter on our website (and on websites of our services, such as *Airport Carbon Accreditation*, *SESAR Deployment Airport Grouping (SDAG)*, etc.), or give us by phone, email, in person, or in any other way. We collect and record in our database your contact details whenever you request information, subscribe to our newsletters, purchase ACI specific products and services, participate in our contests, or use any other services we provide. To take advantage of these services, it is necessary for you to disclose personal information, as defined in EU Regulation 2016/679 General Data Protection Regulation (GDPR), including but not limited to one or more of the following identifying information: full name, email address, date of birth, job title, company name, company address, telephone number, and credit card details. We also store your CV when you apply for a job at ACI EUROPE.

We use this data for:

- Keeping you posted on the latest events regarding our organization and the air transport industry via our publications, events and meetings;
- Improving security by protecting against fraud and abuses;
- Improving our answers to our members and audience needs and expectations.

We use the information you provide to respond to your requests, communicate with you, provide information about our organization and the air transport industry, and customize and improve our services. To purchase specific publications (as the *ACI World Economics Report*) or services (as *Airport Carbon Accreditation*, *ASQ*, etc.), but also sometimes for paying the membership fee, you must submit financial information in addition to certain personal information, which we use to bill you for the purchased goods or services.

If you are an active part of a committee, taskforce or any other working group within our organisation, we might need to collect your personal data in order to facilitate the organisation and logistics of meetings of the group. This information is used exclusively for this purpose and is stored on our secured drives. You may request the deletion of such data at any point by sending us an email to gdpr@aci-europe.org, or notifying the Staff Liaison of the group, with whom you are in regular contact.

Whenever users visit the ACI EUROPE website, information is collected anonymously and used to report on the traffic and other general statistics of website usage, without identifying individual visitors. ACI EUROPE uses this information to make its website easier to find on the Internet and to improve it by learning which pages and features are interesting to our visitors. We treat this information as non-personal information and do not attempt to connect it to personally identifiable information, except as otherwise required by law.

Information from Others: We might receive information about you from third parties whom you authorize to interact with us. That information might include your name and possibly other information used by that third party to identify you.

Sharing Your Information

We may share your information within the Airports Council International family (ACI World and other ACI regional organisations). According to Article 4.3 of the ACI EUROPE Statute, any member of ACI EUROPE is de facto member of AIRPORTS COUNCIL INTERNATIONAL (ACI)). This also includes the SESAR Deployment Airport Grouping (SDAG), when an airport is also a member of the Grouping. When using your data, these organisations have expressly declared to act in full compliance with the General Data Protection Regulation.

Third-Party Service Providers: We may share personally identifiable information with third parties only as described in this section.

ACI EUROPE employs other companies and persons to perform certain business functions on its behalf, including but not limited to website development and maintenance, marketing, preparation of events, accounting and payment processing. These third parties have access to the information we collect, needed to perform their functions, but they may not use it for any other purposes. They are obliged to provide us with a certification of compliance with the General Data Protection Regulation requirements.

Survey Data: ACI EUROPE may conduct industry and customer surveys. Your personal information is not stored in relation to your survey response, unless you specifically opt to provide your contact information within the survey. Your responses to the survey are reported on only in aggregate and will not be linked to any personal information, with the exception of IP address, which is stored automatically upon receipt of a new submission. Your participation in our surveys is voluntary.

Communications: ACI EUROPE issues different types of communications on a regular and ad hoc basis, regarding the latest developments, trends & innovations in the airport, and the broader aviation industry. Provided you have subscribed, or in any other way expressed your consent to

receive these messages, your personal contact details will be used by us to share the news & know-how with you.

At any point in time you can unsubscribe from our communications by clicking on the “Unsubscribe” button placed at the bottom of our emails, or by sending an email to gdpr@aci-europe.org.

To view the list of ACI Communications, click [here](#).

Events: The organisation of ACI Conferences is carried out in cooperation with sub-contractor companies. Invitations as well as promotional content regarding these events may be sent on behalf of ACI by these companies, duly authorised to do so by the terms of cooperation. Your contact details may be collected by these companies if you choose to attend one of the events, and stored in order to inform you about future editions of that particular conference.

All sub-contractors will ensure full compliance with General Data Protection Regulation and will submit a certificate of compliance with its requirements to ACI.

At any point in time you can unsubscribe from notifications regarding our Events by clicking on the “Unsubscribe” button placed at the bottom of these emails, or by sending an email to gdpr@aci-europe.org.

To view the list of ACI Events and Conferences, click [here](#).

Website: As mentioned before, the data we collect about users when they browse through our website is used to analyse the traffic and usage of the website. This aggregate data is later used to assess and improve our website and is stored in a way that ensures full anonymity.

In case you choose to submit your personal data to be published on the public parts of our website (e.g. [ACI EUROPE WBP online directory](#)), please note that ACI EUROPE cannot take responsibility for its potential misuse.

Links to Third Party Websites: The ACI EUROPE website (and websites of our services, as mentioned before) contains links to third-party websites, including public forums (e.g., chat rooms, forums, message boards and/or news groups) and Google, that are not owned by or affiliated with us. These links do not constitute an endorsement of the linked websites or the products and/or services offered on those websites. We have no control over and are not responsible for the privacy practices or the content of such sites. These websites may or may not have a privacy policy. This Privacy Policy applies only to our website (and those of our services) and not to any third-party websites to which it links. We encourage our users to contact those sites directly about their privacy practices.

Cookies: A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before

the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

Our service providers use cookies and those cookies may be stored on your computer when you visit our website.

We use Google Analytics to analyse the use of our website. Google Analytics gathers information about website use by means of cookies. The information gathered relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: <https://www.google.com/policies/privacy/>

Most browsers automatically accept all cookies by default. You should be able to adjust your browser's settings to reject new cookies, prompt you before accepting a cookie, or disable cookies. Check your browser's help section for instructions on how to do this.

Legal Purposes: We may disclose your information if required to do so pursuant to judicial or governmental injunctions, warrants, and orders, or as otherwise required by law. In addition, notwithstanding any terms to the contrary in this Privacy Policy, we retain the right to use, disclose and/or share your personal and non-personal information to investigate, prevent or take action regarding illegal activities, suspected fraud, and situations involving potential threats to the physical safety of any person.

With Your Permission: For situations other than those described in this Privacy Policy, we will notify you when personally identifiable information might be disclosed to a third party and you can opt-out of sharing your information.

Our Security Practices

We use commercially reasonable security measures to protect our databases and information under our control against loss, misuse, destruction, unauthorized access, alteration, or inadvertent disclosure of data. We use secure sockets layer software to encrypt the information that you submit during any transaction performed online. Our customers' financial information is kept in a secure storage facility and only accessible by authorized employees and third-party service providers who need to access the information to perform their duties.

ACI EUROPE is committed to using secure data networks and data storage and management systems with IT Solution Providers fully compliant with the regulations set forth by the GDPR.

Your Choices

You can always choose not to give us your personally identifiable information, although this information is required if you want to take advantage of some of our services, such as subscribing to our newsletters or joining the ACI.

You may opt-out of receiving emails or other communications from us and our partners and sub-contractors at any time by clicking on the “Unsubscribe” button at the bottom of a given message or by contacting us at gdpr@aci-europe.org.

If you request that your personally identifiable information be removed from our database, please understand that it may be impossible to remove this information completely due to backups and records of deletions. Furthermore, we will not be able to remove any personal information that we are required to retain by law (for instance, tax purposes, notices, etc.).

If you wish to remove your personally identifiable information from our database, please send an email to gdpr@aci-europe.org with the phrase “Remove from Database” in the subject line. You will be removed from our databases usually within ten business days of our receipt of your request, except where we are required to maintain the personal information by law. You may also request to review or amend any personally identifiable information that we maintain about you by sending a written request to us. We may take reasonable steps to confirm your identity before fulfilling any of these requests. Note that if you opt-out of our marketing materials but you purchased a product or service from us, you will continue to receive communications from us about your specific purchase.

Changes to Privacy Policy

As stated above, this policy may change from time to time so we recommend that you check it regularly. Your continued use of our website after the posting of any changes will constitute your acceptance of those changes. If we are going to use any personally identifiable information in a manner that is materially less restrictive from that stated in our Privacy Policy at the time we collected such information, we will either attempt to obtain your consent before implementing the change or, in the absence of your consent, the new policy will not apply to information collected prior to the change.

Applicable Law and Choice of Forum

By visiting our website, you agree that any dispute relating to or arising out of this Privacy shall be resolved exclusively under the Belgian Law.

Last Updated

This document was last updated in May 2018.

Contact Us

If you want to access your data, have any questions, comments or concerns about this Privacy Policy, please contact us by email at gdpr@aci-europe.org or by phone at +32 (0)2 552 09 80.

You may also write to us at:

ACI EUROPE

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1000 Brussels Belgium