
PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

CEFA, the CRCO portal for airspace users and aircraft leasing companies

EUROCONTROL protects your personal data in accordance with the [EUROCONTROL Regulation on Personal Data Protection \(PDF\)](#) adopted by Permanent Commission on 20 March 2024.

1. What is CEFA? Why do we collect, store and process your data?

EUROCONTROL, through the CRCO, has the responsibility to operate the EUROCONTROL Common Route Charges System on behalf of the EUROCONTROL Member States. EUROCONTROL bills and collects route charges in accordance with the Multilateral Agreement relating to Route Charges and undertakes similar tasks for terminal charges (Member States) and for air navigation charges (non-Member States) under bilateral agreements.

The charges billed are with respect to the air navigation services provided by the States and the Air Navigation Service Providers (ANSPs) in their respective airspace.

The CEFA portal facilitates the exchanging of air navigation billing information between airspace users and the CRCO. It allows airspace users to download their billing documents and flight details; consult their online statements of account; consult and modify their fleet data; request changes to their billing address, fiscal information or delivery method of invoices; submit and monitor their claims and have them processed faster.

Airspace users can pay their bills with a credit card. To do this, users need to register their credit card information through a link on the CEFA platform. This link takes them to a secure web form from Worldline.

Aircraft leasing companies (or their duly appointed representatives) can be provided, further, to submitting to EUROCONTROL the appropriate authorisation, with access to the route charges statements of accounts of their lessees via CEFA.

CEFA accounts are set up by the CRCO but administered by the designated airspace user or aircraft leasing company representative. Personal data is needed and collected for setting up the accounts through the acceptance of Terms and Conditions laid out by the CRCO for the use of the said service. Access to CEFA is given with a user ID and a password.

SUPPORTING EUROPEAN AVIATION

Member States: Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Republic of Moldova, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye, Ukraine, United Kingdom.

Comprehensive Agreement States: Israel, Morocco.

As a user of those services, your personal data is collected, stored and processed in order to allow the CRCO to create and manage the CEFA accounts pertaining to you, to properly invoice the airspace user for the air navigation services provided by the States and ANSPs and to ensure the collection of the charges and correct allocation to airspace user account.

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

The CRCO processes the following personal data for the purpose of billing and collecting air navigation charges:

Contact data used to interact with airspace users or the aircraft leasing companies (or their duly appointed representatives), where such contact data are linked to the name of an individual person. The contact data may include the name of the individual person, as well as contact details such as address, email address, job title, telephone and mobile numbers.

Legal name and address of the natural person having an account created by the CRCO (individual persons or companies incorporated in the name of an individual person). They include the related operational data (flight details, registrations, fleet information and documents supporting fleet declarations) and the related financial data such as invoices and pro forma statements, billing documents, claims and VAT information.

The personal data necessary to execute payments via credit card: e.g. payer identification data (e.g. name, address), card data (e.g. card/PAN number, expiry date, card type, card issuer), transaction information (e.g. date/ time/amount/ currency of transaction, authorisation code, transaction ID), account data (e.g. bank account number, issuer), device information (e.g. IP address, device ID).

The CRCO receives personal information directly from airspace users, States, ANSPs and through the EUROCONTROL Network Manager.

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

Access to your personal data is provided to EUROCONTROL staff and [contractors and sub-contractors responsible for delivering our service to you according to the “need to know” principle. The personnel abide by statutory, and when required, additional confidentiality agreements (see further section 7):

- The staff of the CRCO have access to all personal data to the extent necessary to carry out their respective functions.
- The staff of the Emission Trading Scheme (ETS) Support Facility, a task entrusted to EUROCONTROL by its States, have read only access to all personal data to the extent necessary to carry out to their functions.
- States and ANSPs have access to personal data collected by the CRCO within the framework of the tasks entrusted to EUROCONTROL.

4. How long is your data kept?

Contact data are kept as long as the data subject's account is active, they are immediately deleted upon the receipt of a notification from the contact person or from his/her company.

Operational and financial data, under paragraph 2.2. above, is subject to a retention period of up to 20 years.

Personal data of payers by the credit cards processed by the CRCO are not stored on the CEFA platform. They are kept by Worldline applying the retention periods identified in their [Privacy Notice](#).

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

You have the right to access, rectify, complete, update your personal data and, under certain conditions, have your personal data deleted through your usual contact in the CRCO or by writing to crco.cefa@eurocontrol.int.

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, 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?

States and ANSPs have to ensure that the personal data to which they have access is treated confidentially and protected in accordance with the data protection laws applicable to them.

To make the payments in CEFA by credit cards the CRCO has to transfer data to Worldline. For that the CRCO has put in place appropriate safeguards through the contract with Worldline. Worldline Privacy Statement is available at this link.

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 crco.cefa@eurocontrol.int, which is the team responsible for the processing of the personal data concerning you.

Complaints can be addressed to EUROCONTROL's [Data Protection Officer](#).