

## **PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA COLLECTED BY THE EUROCONTROL CENTRAL ROUTE CHARGES OFFICE (CRCO)**

EUROCONTROL protects your personal data in accordance with the EUROCONTROL Regulation on Personal Data Protection adopted by its Member States.

### **1. 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/ANSPs) and for air navigation charges (non-Member States/ANSPs) under bilateral agreements.

The charges billed are with respect to the air navigation services provided by the States and ANSPs in their respective airspace.

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

### **2. What personal data do we collect, store and process?**

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

1. Contact data used to interact with *inter alia* airspace users, States and ANSPs for the establishment of charges, billing and accounting purposes, 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.
2. 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 and VAT information.

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

### **3. How long is your data kept?**

Airspace users' data are kept permanently in our databases. Contact details are immediately updated or deleted upon the receipt of a notification from the contact person or from his/her company.

Billing and accounting documents are subject to a retention period of up to 20 years.

#### **4. Who is your data disclosed to? Who has access to your data?**

The collected personal data is treated confidentially and used only by the authorised EUROCONTROL staff and shared as appropriate with States and ANSPs:

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

#### **5. 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 personal data collected.

#### **6. What safeguards do we apply when we transfer your data to third parties?**

We will not, under any circumstances, share with or sell your personal information to any third party for marketing purposes, and you will not receive offers from other companies or organisations as a result of giving us your personal data.

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.

#### **7. 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 one of the emails below:

- Billing: [r3.crco@eurocontrol.int](mailto:r3.crco@eurocontrol.int)
- Collection: [r4.crco@eurocontrol.int](mailto:r4.crco@eurocontrol.int)
- Accounting: [r5.crco@eurocontrol.int](mailto:r5.crco@eurocontrol.int)

#### **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

- Billing: [r3.crco@eurocontrol.int](mailto:r3.crco@eurocontrol.int)
- Collection: [r4.crco@eurocontrol.int](mailto:r4.crco@eurocontrol.int)
- Accounting: [r5.crco@eurocontrol.int](mailto:r5.crco@eurocontrol.int)

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