



## TRAVEL TRADE CLAIM PRIVACY NOTICE

### **General Statement:**

This Privacy Notice relates to the Irish Aviation Authority (IAA) privacy practices in connection with our use of your personal data for the purpose of assessing your claims to issue a refund or reimbursement as required under Section 13 of the Transport (Tour Operators and Travel Agents) Act 1982.

The IAA is the Controller of all personal data collected as a part of claims form. The IAA is fully committed to processing all personal data in line with data protection laws and principles. This privacy statement is provided to you in line with our obligation under the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

Being transparent about how we process your personal data is important to us. Therefore, through this privacy notice we aim to keep you informed about data processing activities carried by us in relation to your claim.

### **Source of Data**

All personal data will be collected:

- Directly from claimants
- Indirectly from travel organisers or legal representatives of claimants

### **Categories of Personal Data**

We collect and process the following categories of personal data in relation to you:

- Name(s)
- Contact details such as phone number, email address and address
- Payment details



- Bank statement
- Credit card statement
- Signature
- Bank letter with account holder's name and payee
- Any supporting documents issued from travel organisers

### **Purpose of Data Processing**

We process your personal data to:

- Assess your claim in accordance with the Transport (Tour Operators and Travel Agents) Act 1982,
- Adequately communicate with you regarding the status of your claim, seek additional information required to assess your claim and provide information regarding your claim.
- Issue a refund or reimbursement, and
- Perform all axillary activities in relation to claims processing.

### **Lawful Basis for Data Processing**

We rely on the following legal bases to process your personal data:

- to exercise the official authority vested in us
- To fulfill our legal obligation

### **Automated Decision-Making**

Claimants will not be subjected to automated decision making by the IAA.

### **Data Sharing**

We will only share your personal data with internal and external auditors.



## **Data Security**

We have implemented appropriate technical and organizational measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way, altered or accidentally disclosed. These measures include, but are not limited to, policies and procedures, access controls, encryption and password protection. The IAA staff and the third parties with whom the data is shared have a legal duty to keep information about you confidential and safe whether it is held in paper or electronic format.

## **Data Retention**

All personal data obtained to assess your claim will be retained in line with our Data Retention and Destruction Schedule. We will securely destroy or delete your personal data after our audits are completed.

## **Data Subject Rights**

As a data subject you have the following rights under the GDPR:

- a. Right to access your personal data
- b. Right to have any incorrect personal data rectified
- c. Right to have your personal data erased (where appropriate)
- d. Right to object or restrict processing of your personal data
- e. Right to request for transfer your data to another organisation
- f. Right not to be subjected to automated decision making and profiling

If you wish to exercise any of the above rights, please contact our Data Protection Officer using the contact details below:

Email: [dataprotection@iaa.ie](mailto:dataprotection@iaa.ie)

Postal Address: Irish Aviation Authority, The Times Building, 11-12 D'Olier Street, Dublin 2, D02 T449



### **Right to Lodge a Complaint**

In addition to the rights mentioned above, you also have the right to lodge a complaint with a supervisory authority, which in Ireland is the Data Protection Commission using the following contact details:

E-mail: [info@dataprotection.ie](mailto:info@dataprotection.ie)

Telephone: +35 376 110 4800

Fax: +353 57 868 4757

Postal Address: Data Protection Commission, Canal House, Station Road, Portarlinton, Co. Laois R32 AP23 or 21 Fitzwilliam Square Dublin 2, D02 RD28

### **Changes to the Privacy Notice**

We may modify or update this privacy notice from time to time. Please review this privacy notice from time to time to check whether we have made any changes to the way in which we use your personal information.