



## COMMISSION FOR AVIATION REGULATION PRIVACY NOTICE – TRAVEL TRADE CLAIM FORM

The General Data Protection Regulation (GDPR), which came into effect on 25<sup>th</sup> May 2018, provides individuals with increased rights and control over their personal information; and places enhanced obligations and responsibilities on how organisations collect, use and protect personal data.

This privacy notice is provided to you in line with our obligations under GDPR; and sets out information on how the Commission for Aviation Regulation processes your personal data for the purpose of collating necessary information in assessing your claims as required under section 13 of the Transport (Tour Operators and Travel Agents) Act, 1982.

All personal and sensitive data provided under this form will be processed in line with the principles of Data protection. The Commission for Aviation Regulation as a data controller has put in place adequate technical and organisational measures in ensuring all personal and sensitive data are processed in a manner consistent under GDPR.

### Our Contact Details:

The Commission for Aviation Regulation is the Controller for the personal data that we process unless otherwise stated.

The Commission's contact details are as follows:

Post: 6 Earlsfort Centre, Earlsfort Terrace, Dublin 2, D02 W773  
Email: [info@aviationreg.ie](mailto:info@aviationreg.ie)  
Telephone: 00353 (1) 6611700

### Data Protection Officer Contact Details:

The Commission has appointed a Data Protection Officer to oversee our data protection compliance, our DPO can be contacted at:

Post: 3rd Floor Alexandra House, Earlsfort Terrace, Dublin 2, D02 W773  
Email: [dpo@aviationreg.ie](mailto:dpo@aviationreg.ie)  
Phone: 00353 (1) 6346851

### Data we collect:

There are certain types of personal data we collect to aid in accessing and processing of your claim.

They include:

- Passenger Name(s)
- Phone number
- Address
- Email address

- Payment details
- Bank statement
- Credit card statement
- Passenger signature
- Bank letter with account holder's name and payee

#### **The purpose of processing:**

All processing of personal data will be done lawfully, fairly and in a transparent manner and in a manner that ensures appropriate security and confidentiality of all personal information provided to us. We collect and process your personal data for the purpose of:

- Collating all required information to assess your claim in accordance with the Transport (Tour Operators and Travel Agents) Act, 1982
- To ensure you have provided sufficient evidence to demonstrate actual payment were made in relation to the loss claimed.
- To adequately communicate with you regarding the status of your claim and provide information regarding your claim.
- To perform all necessary activities arising out of the processing of this claim.

#### **Legal Basis for processing:**

We process your personal information under Article 6.1.c. of the General Data Protection Regulation, which relies upon processing to comply with our legal obligation under the Transport (Tour operators and Travel Agents) Act 1982, for the purpose of collating necessary information to assess your claims as required .

#### **Category of Recipients:**

- Travel Trade licensing Department of the Commission of Aviation Regulation.
- Internal and External Auditors.

#### **Storage Period:**

All personal data obtained under this form will be stored only for as long as adequately necessary in performing our obligations in relation to accessing and processing of your claim. It will be deleted once our audits are completed.

#### **Exercising your data protection rights:**

You have the following rights under the GDPR:

1. The Right to Access Information, for further details click [here](#) ;
2. The Right to be Informed, for further details click [here](#) ;
3. The Right of Rectification, for further details click [here](#) ;
4. The Right to Erasure, for further details click [here](#) ;
5. The Right to Data Portability, for further details [here](#) ;
6. Rights regarding automated decision making, including profiling, for further details click [here](#) ;
7. The Right to Restrict Processing, for further details click [here](#) ;
8. The Right to Object to Processing, for further details click [here](#) ;

and the Right to Request the above rights from the Data Controller.

If you wish to exercise any of your rights please contact our Data Protection Officer via email at [dpo@aviationreg.ie](mailto:dpo@aviationreg.ie) or at one of the contact details provided above.

**Right to Lodge a complaint:**

You have the right to lodge a complaint with a supervisory authority; which in Ireland is the Data Protection Commission. The Data Protection Commission can be contacted in the following ways:

<b>Online Contact Form:</b>	<a href="https://forms.dataprotection.ie/contact">https://forms.dataprotection.ie/contact</a>
<b>Post - Dublin:</b>	21 Fitzwilliams Square South, Dublin 2, D02 RD28
<b>Post – Laois:</b>	Canal House, Station Road, Portarlinton, Co. Laois, R32 AP23
<b>Telephone:</b>	+353 578 684 800 or +353 761 104 800

**Updated July 2020**