



Eye Airports Ltd
Clare House, Clare
Road, Halifax,
West Yorkshire,
HX1 2HX

Eye Airports Limited - Privacy Notice - Customers

On the 25th May 2018 the new General Data Protection Regulation (GDPR) came into effect.

Data protection is important to Eye Airports as we want Customers to be confident that their data is secure when dealing with us.

This privacy notice lets you know what information we keep about our customers. You should read this notice carefully and contact us if you have any questions or concerns. Data Controller: Eye Airports Limited, Clare House, Clare Road, Halifax, West Yorkshire, HX1 2HX.

Data Protection Officer: James Ager JamesAger@EyeAirports.com

1. Personal Data.

When you do business with us, we collect details such as full name, personal or business name, business address, telephone number(s) and email address to enable us to fulfil our obligations to you. In limited circumstances we may hold payment details.

2. How this information is used

We only use Personal Data in the day to day running of our business and to fulfil the contractual terms.

We may contact you regarding invoices, statements, quotations, information required or information which we pass on to you.

We may contact you about offers and promotions that we feel would be of interest to you, either now or in the future.

3. How information is stored

Customer business names and contact details are held in our Sage Accounting and Sage CRM systems. Both systems are held on encrypted server and backup systems.

Hard copy documentation is retained in secure storage.

Sales Contracts are held in both electronic and hard copy formats in the Sage systems and secure storage respectively.

4. Direct Debits

Direct Debit mandates and payments are processed by GoCardless who are GDPR compliant.

Eye Airports Ltd are only able to see the final 2 digits of the account number used and the name of the Bank.

No other banking information is recorded

5. Credit/Debit Card Details

Credit/Debit card payments are handled by Payzone and Barclaycard Merchant Services both of whom are GDPR compliant. Payment details are processed in 'real time' and are not recorded elsewhere.

Receipts of such payments identify only the last 4 digits of the card number and never include the CVV number.

No other credit card information is stored on any computer system or hard copies retained by Eye Airports Ltd.

6. Standing Orders

Customers paying by Standing Order should send their completed mandate to their branch. Where Eye Airports Ltd receives a copy of the Standing Order from you, we will send the original to your bank and a copy will be stored securely in our Sage system.

7. Third Party Information

Eye Airports Ltd will not pass any personal data to any other company unless we have permission from yourself, or if it is in connection with the fulfilment of your contract. This includes any credit reference request.

8. Data Retention and Disposal

We will retain your information whilst you are an active customer and thereafter where we believe we can offer relevant services to you or until such time as you request us not to retain your data, except where there are regulatory or legal reasons to retain your data.

Data you have requested to be destroyed or that is no longer of a legitimate interest to us and has no regulatory or legal retention timescales will be permanently erased from our IT systems and any hard copy documentation will be cross-cut shredded.

9. Rights under GDPR laws

You will always have the right to be informed about the processing of your Personal Data and to have this data corrected if it is inaccurate or incomplete.

You have the right to object to or restrict the processing of your Personal Data.

You have the right to request access to your information and to have it erased/deleted if required.

You have the right to lodge a complaint with the Information Commissioner's Office.

10. Website

Our website includes a website specific privacy policy which can be viewed by visiting <https://www.eyearports.com/privacy-policy/>