



**Direction de l'Aviation Civile**  
Grand-Duché de Luxembourg

## INFORMATION NOTE ON DATA PROTECTION

### Satisfaction questionnaire

The purpose of this information note is to inform data subjects on the processing of their personal data by the Directorate of Civil Aviation ("DAC") in the context of the satisfaction questionnaire.

#### Identity and contact details of the controller

##### ***Direction de l'Aviation Civile (DAC)***

4, rue Lou Hemmer

L-1748 Findel (Luxembourg)

Tel.: 00352 247 74900

E-Mail: [civilair@av.etat.lu](mailto:civilair@av.etat.lu)

#### Purpose and legal basis for the processing

Personal data are processed in the context of the satisfaction questionnaire conducted by the DAC.

The legal basis for this processing is European Standard EN ISO 9001:2015.

#### Recipients (or categories of recipients) of the personal data

Personal data are accessible and processed by the DAC quality and compliance manager and the respective heads of department of the DAC.

#### Transfer to a third country or international organisation

No personal data is transferred to a third country or an international organisation.

#### Period for which personal data will be stored

Personal data are stored for a maximum period of 5 years after the 1<sup>st</sup> of January of the year following the filling in of the questionnaire.

#### Right to request access to and rectification or erasure or restriction of processing and to object to processing

The data subject has the right to request from the controller access to and rectification or erasure of personal data or restriction of processing concerning the data subject or to object to processing.

### Right to withdraw consent at any time

Where the processing is based on consent of the data subject, the data subject has the right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

### Data protection officer (“DPO”)

If the data subject wants to assert the rights to request access to and rectification or erasure or restriction of processing and to object to processing, or suspects a violation of personal data, they may contact the DAC’s DPO:

- via mail: [dpo@av.etat.lu](mailto:dpo@av.etat.lu),
- via regular post to the aforementioned address.

Proof of identity has to be included in the request (ex. copy of identity card or passport, licence number, etc.).

### Right to lodge a complaint with a supervisory authority

The data subject has the right to lodge a complaint with the national supervisory authority CNPD (*“Commission nationale pour la protection des données”*, <https://cnpd.public.lu/en.html>).

### Nature of requirement to provide personal data and possible consequences of failure to provide these data

The data subject is free to provide their personal data in the context of the satisfaction questionnaire. Failure to provide these data will have no consequences.

### Existence of automated decision-making

Personal data processed by the DAC are not subject to automated decision-making.

