



Direction de l'Aviation Civile
Grand-Duché de Luxembourg

INFORMATION NOTE ON DATA PROTECTION

Air operators

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 air operators.

This processing includes inter alia:

- the verification of the repute of the persons responsible for the operator, the training personnel and, in some cases, the flight personnel.

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

Purpose and legal basis for the processing

Personal data are processed for the purpose of aviation safety by guaranteeing that only entities possessing the required organisation, personnel and procedures perform air operator activities.

The legal basis for this processing is Commission regulation (EU) No 965/2012 of 5 October 2012 laying down technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council.

Recipients (or categories of recipients) of the personal data

Personal data are accessible and processed by the DAC Air Operations Department, as well as by the DAC Airworthiness Department.

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 10 years after the end of the activities of the air operator.

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.

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,
- 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 provision of personal data is a statutory requirement. The data subject is obliged to provide these data in order to obtain the issuance and guarantee the validity of an air operator certificate, or to prove compliance with European statutory requirements. Failure to provide these data will prevent the issuance or validity of the air operator certificate, or will lead to a finding level 1 as defined in ARO.GEN.350 of Commission regulation (EU) No 965/2012, which could result in a prohibition or limitation of activities.

Existence of automated decision-making

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

