



Privacy Policy concerning Falck's provision of services to disabled persons and persons with reduced mobility (PRM) at Copenhagen Airport (Kastrup)

In connection with Falck's PRM services, Falck Danmark A/S collects and processes, as data controller, personal data about passengers travelling via Copenhagen Airports A/S (Kastrup airport).

This Privacy Policy describes how we process, use and disclose such personal data.

Types of data and purpose

We collect and process the following types of personal data about you:

- your name, your flight number and your level of mobility in the form of a code referring to your need for assistance at the airport, e.g. as a wheelchair user

We collect and process the data for the following purposes:

- to secure your rights under EU Regulation no. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air
- to comply with the service agreement entered into between Copenhagen Airports A/S and Falck Danmark A/S, including handling of enquiries and complaints from data subjects and others
- to comply with applicable legislation, e.g. the EU General Data Protection Regulation (the GDPR)
 - documentation requirements
 - compliance with basic principles for processing of personal data and the legal basis for processing
 - implementation and maintenance of technical and organisational security measures, including, but not limited to, preventing unauthorised access to systems and information, preventing the receipt or distribution of malicious code and stopping 'denial of service' attacks and damage to computer and electronic communication systems
 - investigation of suspected or known security breaches and reporting to individuals and authorities
 - handling of inspections by and enquiries from supervisory authorities
 - handling of disputes with data subjects and third parties

Automated, individual decisions

We do not process any personal data for use in automated individual decision-making or profiling.

Sources

We collect data directly from you or from the ticket office or travel agent you used in connection with your trip.

Legal basis for collection and processing of personal data

The legal basis for our collection and processing of your personal data is:

- article 6(1)(b) and 9(2)(b) of the GDPR
- articles 8 and 9 of EU Regulation no. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air

We collect and process your personal data for the following purposes:

- to identify you at the airport and ensure that you receive proper assistance
- to ensure that we can assist you with any future enquiries
- to meet our obligations under our contract with the airport

Transfer of personal data to data processors

In connection with support for our IT system, the party named below will gain access to our database. Such access is governed by a data processor agreement and on standard contractual clauses for the transfer of personal data to a processors established in third countries under Directive 95/46/EC of the European Parliament and of the Council.

- AvTech, Inc, An Illinois corporation 2126 South Wolf Road, Des Plaines, 11, 60018, Chicago, USA.

Storage period

We keep your personal data for as long as necessary for the above-mentioned purposes but for a maximum period of current year plus five years from the date when you used our service, because we need to be able to handle any complaints.

Your rights

Subject to the limitations that follow from legislation, your rights include a right of access to your personal data, a right to rectification of incorrect information, a right to erasure of information, a right to restriction of processing, a right to data portability and a right to object to the processing of personal data, including automated individual decision-making.

You also have the right to file a complaint with the Danish Data Protection Agency.

Contact

If you have any questions about the processing of your personal data or your privacy rights, you are welcome to contact our customer service at kontakt@falck.dk or our data protection officer at dpo@falck.com.

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