

## **Sustainability and Environment Team**

### **Data protection policy statement.**

This privacy notice tells you what to expect when Heathrow Airport Ltd (Heathrow) collects personal information about you. Heathrow is committed to protecting your personal information when you connect with Heathrow. Whenever you provide such information we are legally obliged to use your information in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR).

#### **What information will we collect about you?**

When you engage with us we will collect the following information from you.

- Name
- Email address
- Mobile number
- Organisation
- Job title

#### **How will Heathrow use the information it collects about me?**

Heathrow will use your personal data for a number of purposes including the following:

To update you on our work

To invite you to engage with us on delivery of our sustainability strategy

The lawful justification for collecting and using your personal data is that it is necessary for us to communicate with you

Your information will be handled and used by the following recipients in order to deliver the service

- Sustainability and Environment team

We will keep your information within Heathrow and our trusted consultants except where disclosure is required by law, for example to government bodies and law enforcement agencies.

Your personal information is processed and stored wholly within Europe.

#### **How long will Heathrow keep my information?**

Your information will be retained for our records for a period of ten years for the purpose of administering the service.

Your information will be retained in a secure environment and access rights monitored regularly.

#### **What rights do I have over my personal data?**

Under the General Data Protection Regulation, you have the right to:

- Access your personal data by making a subject access request
- Rectification, erasure or restriction of your information where this is justified
- Object to the processing of your information where this is justified
- Data portability

To exercise your rights please contact the Heathrow Data Protection Officer using the following contact details:

By email to: [privacy@heathrow.com](mailto:privacy@heathrow.com)

By post to:

Privacy Requests  
Office of the DPO  
Heathrow Airport Ltd  
The Compass Centre  
Nelson Road  
Hounslow, Middlesex  
TW6 2GW

#### What if I find your response unsatisfactory?

Should you find our response unsatisfactory, you have the right to lodge a complaint with the supervisory authority – the Independent Commissioner’s Office (ICO). You can find more information on the ICO website at <https://ico.org.uk/concerns/> regarding the complaints process.