

Heathrow Commuter Privacy Notice

May 25, 2018

At Heathrow we are committed, not only to providing you with a great service, but also to protecting your personal information.

Your personal information is the information which identifies you as an individual. The new General Data Protection Regulation guidelines place specific obligations on us in the way we handle this information. The aim of this privacy statement is to let you know what personal information we collect from you when you use our services, how we store it and how you can access and manage this information.

This Privacy Notice only applies to Heathrow Commuter. For Heathrow's corporate Privacy Notice please go to <https://www.heathrow.com/more/help-with-this-website/privacy-notice>

If you are consenting to give us your personal information for the purpose of purchasing, registering, or subscribing to a service or product, then we will only use your information in order to provide you with that service or for closely related purposes.

Who we share your information with

We use some carefully selected third parties to help us deliver these services and products to you but they are only allowed to use your personal information to deliver the service or product you have purchased, registered or subscribed to and all the information we have is stored Within the UK. The third parties we will share your information with are:

- Liftshare
- Sustrans
- I.D Gateway
- Hertz
- Paragon Service Point
- Creative Triangle
- MAID

We will keep your personal information relating to services or products purchased in line with our retention policy which ensures that we keep your details for no longer than is necessary. Usually your information will be deleted six months after you have last used our services. Therefore, if you wish to use our services at a later date, then you may need to resubmit your personal information. Your information will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle. When you purchase certain products and services from Heathrow we may send you confirmation emails.

Heathrow collects information about how you use our website and the device(s) you use to access it. This includes collecting unique online identifiers such as IP addresses, which are numbers that uniquely identify a specific computer or other network device on the internet. For more information, see our section on 'cookies'.

What information will we collect about you?

If you register with one of our schemes we may collect the following information about you:

- Name
- Employer Name
- Employer Address
- Telephone number
- Home Address (this will only be collected if we need to deliver something to your home)
- Email address
- Manager's email address and telephone number (for the purpose of confirming employment status. Please ensure you have their permission to provide us with this information).
- Drivers Licence Details (only if you are signing up for a Hertz vehicle- required for Insurance purposes)
- Car Registration, Make and Model (For Employee Parking and Liftshare, to provide parking disks)

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;
- Object to the processing of your information;
- To be forgotten.

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

Data Protection Officer
Heathrow Airport Ltd
The Compass Centre
Nelson Road
Hounslow, Middlesex
TW6 2GW

Or email: privacy@heathrow.com

Complaints

Should you have a complaint about the way your personal information is handled by Heathrow, please contact:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

0303 123 1113

<https://ico.org.uk>