

Last updated: May 2018

## Privacy Notice

This privacy notice tells you what to expect when Heathrow Airport Ltd, LHR Airports Ltd, LHR Business Support Centre Ltd, or Heathrow Enterprises Ltd (Heathrow) collects personal information about you when you use the Heathrow Oracle iSupplier system (the System) for the management of your account with us. Heathrow is committed to protecting your personal information when you use Heathrow services. 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 use the System for the management of your account with us, we will collect the following information about you where applicable:

- Company Name
- Company Email address
- Company Postal address
- Contact telephone number
- Key contact name
- Key contact email address
- Bank details
- VAT Registration number
- Unique Taxpayer Reference
- Trading name
- Company registration number

Heathrow collects information about how you use the System. 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' below.

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

Heathrow will use your personal data for the following purposes to allow you to trade with us:

- To allow you to submit invoices and credits
- To allow you to view the status of your account

The lawful justification for collecting and using your personal data is contractual, in that these specific steps must be completed before a purchase order can be agreed.

Your information will be handled and used by the following recipients:

- Heathrow accounts payable teams
- Heathrow procurement teams
- Heathrow requisitioners who wish to procure goods and services from you

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

The System is hosted in the U.S. therefore your data will be transferred outwith the EU.

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

Your information will be retained in line with the statutory requirements for financial transactions.

Your information will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

### **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:

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

Email: [privacy@heathrow.com](mailto:privacy@heathrow.com)

## **Privacy & Cookies**

Cookies are small text files which are stored on your computer when you visit certain web pages. At Heathrow we use cookies to understand how our sites are used which helps us to improve your overall online experience. Some of the cookies we use are necessary for some of our sites to work whilst other cookies are used to provide tailored advertising by trusted third parties. r payment details. To find out more about cookies, visit [www.aboutcookies.org](http://www.aboutcookies.org)

### **The different types of cookies we use**

Heathrow use the following categories of cookies on our websites:

**Strictly necessary** – These cookies are essential for certain features of our websites to work. These cookies do not record identifiable personal information and we do not need your consent to place these cookies on your device. Without these cookies some services you have asked for cannot be provided.

**Performance** – These cookies are used to collect anonymous information about how you use our websites. This information is used to help us improve our websites and understand

how effective our adverts are. In some case we use trusted third parties to collect this information for us but they only use the information for the purposes explained. By using our websites, you agree that we can place these types of cookies on your device.

**Functionality** - These cookies are used to provide services or remember settings to enhance your visit for example text size or other preferences. The information these cookies collect is anonymous and does not enable us to track your browsing activity on other websites. By using our websites, you agree that we can place these types of cookies on your device.

**Targeting and Advertising** – These cookies are used by trusted third parties to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. Information contained in these cookies is anonymous and doesn't contain your personal information. To find out more about cookies used for targeting and advertising follow [www.youronlinechoices.com](http://www.youronlinechoices.com) and [www.networkadvertising.org](http://www.networkadvertising.org) or contact us at [website\\_feedback@baa.com](mailto:website_feedback@baa.com) for further information about the trusted third parties we use.

### Managing cookies

If you'd prefer to restrict, block or delete cookies from Heathrow and our third party advertisers, or any other website, you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser to learn how to change your cookie preferences. If you choose to disable all cookies we cannot guarantee the performance of our websites and some features may not work as expected.

### Changes to this privacy notice

We will keep this privacy notice under regular review and we will place any updates here. At the start of this privacy notice we will tell you when it was last updated.