



cargolux

you name it, We fly it!

Cargolux – Customer feedback survey

Cargolux Airlines International S.A., Luxembourg Airport, Luxembourg (hereinafter referred to as “**Cargolux**” or “**We**”) is committed to protecting the personal data of our costumers (hereafter referred to as “**You**”). Cargolux processes your personal data in the scope of Customer feedback survey.

This Data Protection Notice explains how Cargolux processes and protects your personal data in accordance with applicable data protection legislation, especially the EU General Data Protection Regulation 2016/679 (“GDPR”), the California Privacy Rights Act of 2020 (“CPRA”), the California Consumer Privacy Act of 2018 (“CCPA”), the Personal Information Protection and Electronic Documents Act from Canada (“PIPEDA”), the Brazilian General Data Protection law (“LGPD”) and the Personal Information Protection Law of the People’s Republic of China (“PIPL”), etc., .

✈ Who is the controller of your personal data?

Cargolux, acting as Data Controller is responsible for processing your personal data.

✈ What personal data will Cargolux process?

In the scope of Your relationship with Cargolux, we may process various types of personal data about You, such as:

- Email address
- Company name

Should you wish to optionally disclose personal data in the open-ended box, the processing will be limited exclusively to the that data.

✈ How do we collect your personal data?

We may collect the categories of personal data mentioned above by various channels:

- We collect the personal data that You provide directly to us.
- We collect your personal data from partners or other companies involved in the management of our relationship with You.



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✈ **What are the purposes and the legal basis for Cargolux's processing activities?**

The information we request from You is considered as the minimum necessary data enabling Cargolux to pursue the purposes described below:

- To improve our services through your feedback.

The **legal basis** for the processing of your personal data is your **consent**.

✈ **Who do we share your personal data with?**

We may disclose Your personal data:

- To internal employees on a strict need-to-know basis.
- To law enforcement or other government and regulatory bodies or agencies, upon request and to the extent permitted by law.

✈ **How do we protect your personal data?**

The processing of your personal data is carried out through IT, automated and manual tools strictly related to the aforementioned purposes and, in any event, in compliance with the appropriate technical and organizational measures required by law to ensure a level of security that is adequate to the risk, in order to avoid unauthorized loss or access to your data.

✈ **Where do we transfer your personal data?**

Your personal data are processed within the EU and no transfer of your personal data occurs outside of the EU/EEA. In case of international transfers to a country outside the EU/EEA, the transfer may occur where the European Commission has decided that the receiving country ensures an adequate level of data protection. For transfers to countries for which the level of protection has not been recognized as adequate by the European Commission, we will implement appropriate safeguards provided for by data protection law (e.g. entry into standard data protection clauses) or rely on a derogation applicable to specific situations.

✈ **For how long do we keep your personal data?**

Unless a longer retention period is required (e.g., as necessary to defend our rights in the scope of investigations, disputes or legal claims) or permitted by law, your personal data will only be stored for 1 year from the submission of the form. After this retention period, the data will be erased or anonymized from Cargolux's system.



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✈ **What are your rights?**

In accordance with the applicable data protection laws (and subject to conditions and restrictions set forth therein), You may exercise at any time the following rights in relation to your personal data:

- **Right to Know/to be Informed:** You have a right to know what personal data we collect about you, including: the categories of (sensitive) personal data, the categories of sources from which the personal data is collected, the business purpose for such collection, sharing or selling, the categories of third parties to whom the personal data is disclosed to, and your rights specific to personal data processing.
- **Right to Access:** You have the right to question us about any data we have regarding you, and to request access to it. Examples of information that you have access to include the purpose of the processing, and the categories of the data collected.
- **Right to Data Portability:** You have the right to ask that we transmit some of your data to another business.
- **Right to Rectification:** If you believe that any of your personal data is incorrect or inaccurate, you have a right to ask that we correct it.
- **Right to Deletion:** You have a right to request us to erase any personal data concerning you. Please keep in mind that this is not an absolute right, as we may be required by law to process certain personal data from you.
- **Right to not to be subject to Discrimination:** You have a right to not be subject to discrimination because you exercised any of the rights under the CCPA, CPRA or LGPD.
- **Objecting to Processing:** You have a right to object to the processing of certain types of your personal data collected by us.
- **Right to limit the use and disclosure of Sensitive personal data / information:** Under CPRA, You have a right to request not to sell or share your personal data / information with a third party.
- **Right to lodge a Complaint:** You have the right to file a complaint with your relevant country's Data Protection Authority in case you are dissatisfied with the handling of a request or a complaint.



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- **Right to Anonymization, Blocking or Deletion:** Under the LGPD, You have the right to anonymization, blocking or deletion of unnecessary or excessive data or data processed in noncompliance with the provisions of LGPD.

If you have provided your consent to the processing of your personal data, you can withdraw such consent at any time.

To exercise any of these rights, You may contact us by email dataprotection@cargolux.com or by postal mail:

Cargolux Airlines International S.A.

Compliance Department

Luxembourg Airport

L-5230 Luxembourg

Luxembourg

You have the right to lodge a formal complaint with the relevant Data Protection Authority (in Luxembourg, Commission Nationale pour la Protection des Données "CNPD"; in California, California Privacy Protection Agency through [this form](#); in Canada, Office of the Privacy Commissioner of Canada; in Brazil, Autoridade Nacional de Proteção de Dados)."

This Data Protection Notice may be modified to reflect changes on the Website or on our processing activities, to comply with legal amendments, or to integrate best practices