



## PRIVACY AND DATA PROTECTION POLICY

Pursuant to the provisions of **Regulation 679/2016**, we inform you of the following:

### a) Identity and contact details of the data CONTROLLER.

The data controller is AlbaStar, S.A., with legal domicile and main plant in Palma de Mallorca, Balearic Islands (Spain), at Via Conde de Sallent 23, 5A, 07003. Tax ID No. and VAT No. ESA57643439.

Please feel free to contact us via our call centre: +34 97157507.

### b) Data protection officer.

Contact the DPO by writing to [dpo@albastar.es](mailto:dpo@albastar.es).

### c) Data collection and processing method.

Your data can be collected over the web platform if you sign up for and purchase the services afforded on it or by our call centre, or through authorised tour operators and travel agencies or, in the case of sending requests, email.

Your data are processed using automated instruments in compliance with the law and the principles of correctness, lawfulness, transparency and protection of confidentiality and rights for the time strictly needed to implement the carriage services and perform the related administrative procedures.

Our computer system is structured to prevent data loss, unlawful or incorrect use and unauthorised access.

### d) Processing purpose and consequences if denied consent.

The personal data you supply us or which we obtain in the purchasing procedure of our carriage and/or other services are necessary to implement the services.

The only data we collect are those which we need to provide the carriage service and others strictly related to it or other events (subordinate services) which you have chosen to acquire. In relation to special requests you make, data may also be collected to detect religious convictions or health limitations (in the case of a specific on-board menu for health or religious reasons) or in relation to requests for aid due to reduced motor capacity, such as a wheelchair, stretcher, etc.

Consent to use and process your personal data and/or those belonging to special categories is a fundamental requirement for service provision. If not granted or granted only in part, we may be unable to provide the specific services you sought properly or only be able to provide them partially.

Similarly, your data will be processed to comply with the obligations provided for under the law or in national and EC or international regulations on bookkeeping and receipt and payment management and to check the quality of the service provided or to send you more information.

### e) Legitimacy

Consent. Compliance with agreements to which you are a party.

### f) Recipients to whom data may be disclosed.

To implement the contract of carriage and develop the related administrative activities, your data may be communicated to stakeholders and employees expressly designated to that end or to parties that provide related services needed for carriage implementation (handling crews, check-in staff, etc.), airport operators that form part of your flight itinerary, insurance companies, security control authorities, police or legal authorities in the area of judicial police proceedings or investigations to prevent, monitor or punish crimes, etc., or, in any case, third parties when necessary and essential to perform the activities you sought from us.

Only data that are strictly essential to service provision will be disclosed. Data disclosure is mandatory to implement the services you have been offered and any refusal to authorise disclosure on your part may lead to the company being unable to comply with the agreed provisions. Your data will not be disclosed to third parties under any circumstances without your prior and express consent.

**g) Data transfers to a third country or international organisation.**

Data may only be assigned to handling companies that partner with AlbaStar in other countries in order to provide you with the contracted services.

AlbaStar and other airlines are obliged by the laws of the European Union, the USA and other countries to provide border control and customs authorities with access to booking and flight information when the flight has a destination or origin in these countries, including stopovers, and when flown over the countries to reach the flight destination.

**h) Duration of personal data conservation**

Your data will be kept for the time needed to implement the service provision and, after this has ended, the limitation periods legally established either by competent tax authorities or to cover possible liabilities arising from the processing.

**i) Data subject rights and withdrawal of consent.**

You may exercise your rights of access, rectification, erasure or objection, restriction of processing, data portability, right not be subject to automated individual decision-making or right to withdraw consent by writing to the postal and email addresses provided under the Data Controller section, indicating the right you are exercising and providing a copy of an official identification document.

You can lodge a claim before the Spanish supervisory authority, i.e., the Spanish Data Protection Agency, at [www.agpd.es](http://www.agpd.es), or other supervisory authorities in the European Union.

**j) Automated decision-making processes.**

AlbaStar does not in any way use automated decision-making processes in relation to your personal data.