

# **Birmingham Airport Limited – Privacy Notice**

## **Department – Environment – Noise Complaints**

Birmingham Airport is collecting your personal data. When we collect personal data, we are obliged legally to provide you with certain information, it is called the “Right to be Informed”. That information is contained in the below Notice. If any of the information we provide to you is not clear enough, there are contact details for Birmingham Airports Data Protection Officer further down this Notice, please do not hesitate to make contact and ask for further information.

### **1. Why we need it - the purpose of processing**

If you report any noise complaints to us we will use your personal information to investigate your complaint. Your personal details are used to enable us to log, investigate and respond directly to you.

### **2. Why we’re allowed to process your personal information in this way – the legal basis**

- Article 6 condition – Legitimate Interests
- Article 6 condition – Legal obligation (for local council audits only)

### **3. Who we will share your personal information with?**

Your information will be shared with the sustainability department at Birmingham Airport in order to investigate your concerns. Solihull Metropolitan Borough Council will audit the data in order to ensure we are complying with our Section 106 legal Agreement. The Section 106 Agreement sets out legal obligation between Birmingham Airport Limited and Solihull Metropolitan Borough Council which includes the collation of complaint data relating to aircraft operations.

### **4. Where your personal information will be stored or transferred to**

All your personal information will be kept on the Airports systems in the UK.

### **5. How long we will keep your personal information for**

Your personal data will be retained by the Airport for 3 years. After this time it will be permanently deleted.

### **6. Your rights**

You are entitled to request the following from Birmingham Airport. These are called your Data Subject Rights and there is more information on Birmingham Airports website about each of these and what they mean to you. You can find this information by going to [birminghamairport.co.uk/dataprotection](http://birminghamairport.co.uk/dataprotection)

- Right of access
- Right to rectification
- Right to erasure
- Right to restriction of processing
- Right to data portability
- Rights with regards to automated individual decision making, including profiling

### **Right to object**

The right to object is particularly important if we are processing your information under the conditions of a “public task”, or “legitimate interests” as the legal basis. You can check that information above in section 2. This is because these conditions must be based on not overriding your rights and freedoms against our purposes for using your personal information. If we are using your personal information on these grounds and you wish to object, please contact us on [dataprotection@birminghamairport.co.uk](mailto:dataprotection@birminghamairport.co.uk)

If you have any questions, or wish to contact us and ask us to look at your rights at any time, please contact Birmingham Airports Data Protection Officer on the below details.

Postal Address:  
Birmingham Airport Limited  
Diamond House  
Airport Way  
Birmingham  
B26 3QJ

Email: [dataprotection@birminghamairport.co.uk](mailto:dataprotection@birminghamairport.co.uk)

### **7. If you are unhappy with the way in which we use your personal information**

If you are unhappy with the way in which Birmingham Airport has used your personal information and you have already been in contact with us (on the above details) and feel we did not resolve your issues to your satisfaction, you can contact the Information Commissioners Office (The UK’s Data Protection Regulator), the details are below. However, the Information Commissioner does prefer that you have contacted Birmingham Airport first with your concerns before you then take those concerns to the Regulator.

Postal Address:  
Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Email: [casework@ico.co.uk](mailto:casework@ico.co.uk)

Telephone number: 0303 123 1113 for local rate calls or 01625 545745 for the national rate

**8. Is your personal data being processed because of a regulatory or contractual requirement?**

We are required to give you this information, and the answer for noise complaints is no, it is not for a regulatory or contractual purpose.

**9. Are we using automated decision making or profiling with regards to your personal data?**

No, we are not using automated decision making or profiling for noise complaints.