

## Noise Complaint Privacy Policy

When you make a complaint about aircraft noise or other related issues, we need to collect certain personal information to record and manage the complaint. The purpose of this statement is to let you know what to expect when daa collects this personal information.

With this Privacy Statement, we want to provide transparency on how we treat personal data and the purposes for which we collect data.

### The information we collect about you

We may collect information about you via this website, our noise complaints platform, via telephone, e-mail, forms, or in person. We will collect the following personal information from you:

- Name
- Email address
- Postal address

### The purpose for collecting this information

We collect this information to enable us to effectively review and investigate your complaint. This information is only processed with your consent, and we will never use this information for any other purposes than those specified above.

### Data Transfers

We may share your information with Aviation Authorities and/or the Department of Transport for reporting purposes. We also share data with our third-party partners for management of our IT platform. All data submitted for noise complaints is stored within the European Economic Area (EEA). Specific data may be accessible to our third-party partner, in Australia. Any personal information in relation to noise complaints will be treated with the highest standards of security and confidentiality and handled in accordance with Data Protection law.

### Retention – how long we keep this information

When you provide us with personal information, we delete this information in line with our data retention policy. We will retain the following personal data you have provided for the following time periods;

Complaint information – five (5) years post complaint

### Your rights in relation to your information

Your rights as a data subject are as follows;

1. Right of access – you have the right to find out if we hold any personal data relating to you. If you set up an account on our noise complaints platform, you can access all your information directly on the system.

2. Right to rectification – you have the right to request we rectify any information we hold about you that is inaccurate.
3. Right to erasure – you have the right to request we erase any information we hold you on, provided there is valid grounds for doing so.
4. Right to restriction of processing – you have the right to request we temporarily restrict the processing of your personal data, provided there is valid grounds for doing so.
5. Right to data portability – you have the right to obtain a machine-readable copy of the information we hold on you and transferred to another controller if required.
6. Right to lodge a complaint – if you are unhappy with how we have acted in handling your personal data, you have the right to lodge a complaint with the supervisory authority in your EEA country of residence, place of work, or with the Office of the Data Protection Commissioner in Ireland.

For further information on how daa treats personal data, see our group [Privacy Statement](#)