

## Privacy Notice – Customer Survey October 2025

### Introduction

Highlands and Islands Airports Limited (HIAL) is wholly owned by the Scottish Ministers. HIAL operates and manages 11 Airports at Barra, Benbecula, Campbeltown, Dundee, Islay, Inverness, Kirkwall, Stornoway, Sumburgh, Tiree and Wick. Working with our partners and stakeholders, HIAL is committed to supporting the essential socio-economic role of aviation in Scotland by maintaining and developing our airports and the vital services and connections they provide for some of our country's more remote communities.

HIAL uses personal information for a range of purposes, and our privacy notices provide information about why we obtain and collect personal information, and how we process it.

This privacy notice deals with information that we process about individuals who complete the Customer survey. This document explains how your personal data is used and signposts how you can exercise your privacy rights

Highlands and Islands Airports Limited (HIAL) is the controller for the uses of personal data outlined in this document and will hereafter be referred to as “we”, “us” or “the organisation”.

### Why are we collecting your information?

We are collecting information from you to inform HIAL about the current service provision and customer satisfaction levels.

You also have a choice to provide your personal details to

- Enter a prize draw to win Loganair flights

and/or

- Receive Loganair's Newsletter

Please note that the customer survey can be completed without providing your personal data for either or both of these purposes.

### What information is collected?

If you chose to provide your personal data, the following will be collected:

- Your Name
- Your Email address

### How will my information be used?

Your personal data will be used as you indicate, to enter the draw and/or receive the newsletter.

Processing personal information under data protection laws requires a lawful basis. In this the lawful basis is **consent** and you may withdraw this consent at any time.

The consent for each purpose is separate, meaning that you can enter the draw and opt not to receive the newsletter, or opt to receive the newsletter and not enter the draw. Please note that the customer survey can be completed without providing your personal data. You are not required to provide your personal data should you only wish to complete the survey and not enter the draw or receive Loganair's newsletter.

To comply with the data minimisation principle, we ensure that we only collect and process information, which is adequate, relevant and necessary for the reasons for which it is processed.

### **Will my information be passed to anyone else?**

Your information will be processed by the relevant teams at HIAL which will be those responsible for managing customer feedback.

The survey responses minus any personal data will also be provided to a third party for analysis.

If you wish to receive Loganair's Newsletter, then your contact details will be provided to Loganair.

Other than described above, HIAL will never pass personal information to any other third party.

### **What happens when my information is no longer required?**

- The survey responses (which will not contain personal data) will be provided to a third-party consultancy for analysis. Once they compile a report then the survey data will be deleted by both HIAL and the third party.

We retain your personal information for as long as necessary to fulfil the purposes for which we collected it.

- If you have chosen to take part in the draw, a winner will be randomly selected within one month of the survey closing. HIAL will use the contact information to award the prize. The personal data collected from the survey will then be securely destroyed.
- If you have consented to receive Loganair's newsletter we will only retain your data up until we have securely passed your data to Loganair, at which point their privacy policy will apply. [Your Data and Privacy | Loganair](#)

### **Your rights in relation to personal data**

Under the data protection legislation, you have a number of rights in relation to your personal information. You have the right to:

- Be informed about the collection and use of your personal data
- Access personal data held about you and receive a copy
- Have factual inaccuracies in your personal data rectified
- In certain limited circumstances only, restrict the processing of your data or to have personal data erased, or to ask for data portability
- Object to how your personal data is being processed.

Where your personal information is being processed using consent, one further right is the right to withdraw your consent at any time. You should also be aware that the ability to withdraw consent only applies to information considered to be personal. It will also not apply to any information that has been aggregated into larger datasets or anonymised in reports. You may withdraw your consent at any time for allowing your information to be used for marketing purposes.

You can find independent advice about personal data rights provided by the [Information Commissioner's Office](#).

**Contact details**

For more information on how to exercise any of these rights, please contact the Data Protection Officer at [dpo@hial.co.uk](mailto:dpo@hial.co.uk).

**Complaints**

Should you be unhappy with the way in which HIAL have processed your personal data, you have the right to lodge a complaint with the Information Commissioner, who regulates data protection legislation across the UK. Their contact details can be found at <https://ico.org.uk/>