

Privacy Notice – Property Management – Additional Information

Introduction

Highland and Islands Airports Limited (HIAL) is a public corporation wholly owned by the Scottish Ministers. The company operates and manages 11 Airports at Barra, Benbecula, Campbeltown, Dundee, Islay, Inverness, Kirkwall, Stornoway, Sumburgh, Tiree and Wick. HIAL's airports are vital to the social and economic welfare of the areas they serve, but are loss making, and are supported by subsidies from the Scottish Government in accordance with Section 34 of the Civil Aviation Act 1982.

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.

The Covid-19 pandemic has resulted in unprecedented trading conditions which all organisations are currently adjusting to working with. This privacy notice explains what additional information HIAL will require to manage concession agreements in accordance with existing contracts, and when and why that information is required.

It is important to note that the privacy information below relates to information that is considered personal data under data protection laws. It will not necessarily apply to corporate or company data, unless you entered into a concession agreement with HIAL as a sole trader or partnership.

Please note that this privacy notice is limited to additional information that will be processed as a result of managing the circumstances arising from the Covid-19 pandemic. For the standard property management privacy notice, please see <https://www.hial.co.uk/wp-content/uploads/2018/08/HIAL-Privacy-Notice-Property-Management.pdf>.

What Information Will Be Collected?

The additional information that will be collected may include:

- Revised business forecasts and any relevant contingency planning to demonstrate the sustainability of the airport operation;
- Details of the support that has already been accessed or provided by one or more of the UK or Scottish government schemes, or by those being provided by local authorities;
- Ongoing costs that are being incurred by the concession that will not be covered by other assistance.

How will my information be used?

Any information you provide will be processed for the purpose of managing the concession contract, and the lawful basis under data protection laws is that the processing is necessary for the performance of that contract.

Performance Reviews

As part of regular performance reviews, all concessionaires will be invited to submit revised business forecasts and any relevant contingency planning to demonstrate the sustainability of the airport operation. This is required to enable appropriate operational planning by the

airport in cooperation with the concessionaires. It will also be used to identify any further advice and guidance that HIAL can issue to assist concessionaires in the current circumstances. Failure to provide such information may limit HIAL's ability to respond fully.

Evaluating Requests for Support Made to HIAL

HIAL understands that the pandemic has resulted in challenging trading conditions and some concessions may ask about what support HIAL is able to provide.

HIAL will treat all requests for support in a fair and transparent way, and in accordance with existing contracts. In order to make a fair assessment, HIAL needs to understand what action a concession has taken to date and the outcomes of those actions. To do this, HIAL will require the following information to be provided as part of the evaluation process:

- Details of the support that has already been accessed or provided by one or more of the UK or Scottish government schemes, or by those being provided by local authorities, together with information about any pending applications and the status of those applications;
- Ongoing costs that are being incurred by the concession that will not be covered by other assistance.

HIAL only requires the information above where it is relevant to the operation of the concession(s) operated at one or more HIAL airports. We do not require any information about units that concessionaires may be operating outwith HIAL unless concessionaires feel it is directly relevant to the evaluation process. There may be circumstances in which HIAL requires clarification or for other information to be provide in order to make an evaluation, and we will contact you if that applies in your case.

Please note that if the requested information is not provided, HIAL will be unable to consider a request to provide financial support.

Will my information be passed to anyone else?

Your information will be processed by those at HIAL who are responsible for managing the property portfolio. Requests for financial support will also be processed by a panel with representatives from the Finance and Property teams as well as the local airport management team.

HIAL uses data processors to provide some IT systems, which includes systems for issuing and managing invoices. HIAL may also share your information with our legal representatives as well as the local authority for rating purposes.

Data processing agreements are place with all organisations that process personal information on HIAL's behalf, which require processing to be carried out within the EEA, or for appropriate safeguards to be in place where it is carried out by an international organisation. As far as we are able to establish, information relating to managing property is not transferred internationally.

HIAL has a contracted service for the provision of a Data Protection Officer and your information may be processed in the course of providing that service, for example for the purposes of auditing data protection compliance.

Other than described above, HIAL will never pass personal information to any other third party, unless there is a statutory requirement to do so or the processing is otherwise lawful.

What happens when my information is no longer required?

Information relating to managing the property portfolio is retained in accordance with HIAL retention schedules after which it will be securely destroyed. As this information will relate to the performance of a contract, it will be retained for a period of 5 years from the date of the end of contract.

Additional Rights

Under the GDPR, you have a number of rights in relation to your personal information. Please note these rights relate to personal information only and not to any corporate information. You have the right to:

- i. request access to your personal information;
- ii. request rectification of your personal information which means you are able to have inaccurate personal information corrected without undue delay;
- ii. request erasure of your personal information when certain conditions apply;
- iii. restrict processing under certain circumstances;
- iv. object to processing;
- v. data portability in some circumstances.

Requests that relate to rectification, erasure or restricting processing will be passed to any recipients of your personal information. Details of recipients can be found under the section [Will My Information be Passed to Anyone Else?](#)

There may be occasions when HIAL is unable to comply with requests to exercise the rights above. Should this apply to a request you make, it will be explained to you why HIAL is unable to comply with the request and any options available to you.

Where your personal information is being processed using consent, one further right is the right to withdraw your consent at any time. You can find out how your personal information is being lawfully processed under the section [How Will My Information Be Used?](#)

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/>.

Contact Details

HIAL is the Data Controller (or Controller) for personal information processed as described in this notice. Website: www.hial.co.uk.

If you have any queries relating to property, please contact the Buildings and Property Manager in the first instance. Information about properties available to rent or lease is available from them and will include relevant contact information.

If you have any queries regarding the information in this privacy notice, please contact the Data Protection Officer, Liz Taylor – ltaylor@hial.co.uk.