

Privacy Notice – Survey of Local Businesses – Air Travel

Introduction

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 explains how we will use any personal data collected in this business survey.

What information is collected?

The survey will collect:

- Name and contact details
- Business information
- Previous and planned air travel for business purposes

You do not have to answer all questions in the survey. Please **do not** enter any information about health conditions affecting travel plans for either you or your staff.

How will my information be used?

Your information is being collected to help HIAL understand the requirements of business travellers that use Inverness Airport for air travel and how they are affected by the impact of Covid 19. The information is required to help us develop a plan for how we can best meet these needs, both in the immediate future and longer term and help shape business decisions.

If you provide your e-mail address you may request a copy of your answers at the end of the survey.

Information is collected and processed for market research purposes, using consent as a lawful basis. The results of the survey will be presented in an aggregated, anonymised form and no individual will be identifiable for any reporting of the survey findings. Individual responses will also be used to allow us to identify any trends and patterns in air travel for business travellers as the extent of the impact of the pandemic is realised.

It would be very helpful to us to be able to contact you in the future to follow up our research and the lawful basis for retaining your contact information will also be consent. You may withdraw this consent at any time.

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 and developing strategic plans.

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.

This survey is being carried out by Planit Scotland on HIAL's behalf and will use SurveyMonkey to collect and analyse the data. SurveyMonkey Europe UC has entered into contractual terms to include standard contractual clauses with SurveyMonkey Inc. for the transfer of data to SurveyMonkey Inc. as part of delivery of service. SurveyMonkey Inc. is located in the United States and accordingly, data (to include Respondent data) will be transferred to the United States. More details can be found in SurveyMonkey's [Privacy Policy](#).

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?

Your information will be retained for the purposes stated above and the length of time it is retained will depend upon how the impact of the pandemic on business travellers at airports evolves. It is anticipated individual responses will be retained for no longer than 2 years although this will be kept under review.

Additional Rights

Under the GDPR, you have a number of rights in relation to your personal 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;
- iii. request erasure of your personal information when certain conditions apply;
- iv. restrict processing under certain circumstances;
- v. 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.

Where your personal information is being processed using consent, one further right is the right to withdraw your consent at any time. You should be aware that, while HIAL will stop using your information for that purpose with immediate effect, it may not always be possible to remove information from the public domain, for example where it has been used in hard copy publications. You should also be aware that the ability to withdraw consent only applies to information considered to be personal. It does not usually apply to information about groups or organisations. It will also not apply to any information that has been aggregated into larger datasets or anonymised in reports. You can find out how your personal information is being lawfully processed under the section How Will HIAL Use My Information?

You may withdraw your consent at any time for allowing your information to be used for marketing purposes.

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

For further information about the survey, please contact Graeme Bell (gbell@hial.co.uk). HIAL's Data Protection Officer is Liz Taylor. Her e-mail address is ltaylor@hial.co.uk.