

# Online Coordination System (OCS)

## Privacy Policy

### 1. Introduction

- 1.1 The Portal Administrator<sup>1</sup> is committed to protecting your privacy online when you use the Online Coordination Portal (“**OCS Portal**”) and whilst using the Online Coordination System (“**OCS**”).
- 1.2 When you visit the OCS Portal and/or use OCS, we gather certain personal information about you that helps us to authorise your use of OCS, and to customise the content of the OCS Portal and OCS to your preferences. Please read the following Privacy Policy (which forms part of the Terms and Conditions of Use of OCS and Account Application process) to understand how your personal information will be treated by us.
- 1.3 The OCS Portal is controlled by Portal Administrator on behalf of the Coordinators and Facilitators who participate in OCS. In this Privacy Policy references to "Portal Administrator", "we", "us" and "our" are references to Portal Administrator. Defined terms used in this Privacy Policy have the meanings set out in the Terms and Conditions of Use of OCS.

### 2. Your Consent

By using the OCS Portal and/or completing the Account Application Form, you consent to the collection and use of your personal information by the Portal Administrator, its third party service providers and its Business Partners and Coordinators as outlined in this Privacy Policy.

### 3. What information do we collect?

- 3.1 We collect information in several ways from different parts of the OCS Portal, OCS and/or on the Account Application Form.
- 3.2 Whenever you wish to access areas of the OCS Portal or OCS that require registration, we may ask for your personal and/or company and/or relevant employee name(s), email addresses, post code, country, billing and/or contact address, telephone number, and any other information necessary to register you on the OCS Portal and allow you to use OCS. We may use third party service providers and/or Business Partners to carry out registration, administration and Portal Administration services, and may need to pass your details to them to enable them to carry out such services for you. Such information may also be shared with Coordinators whose data you will be

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<sup>1</sup> The Portal Administrator is Airport Coordination Limited.

accessing on OCS, as necessary to register you and allow you to use their data.

3.3 We, PDC and Coordinators, may also collect information from you while you are using OCS, about how OCS is being used.

3.4 We, PDC and Coordinators, may also collect IP addresses for system administration (such as anonymous statistics related to the take up or use of services, or to patterns of browsing).

#### **4. What information do parties other than the Portal Administrator and its Business Partners, Coordinators and third party service providers collect?**

Some websites that have links on the OCS Portal may collect personally identifiable information about you when you access or utilise those links or access those websites; these may include using "cookies", which are small text files that can be stored on your computer's hard drive, and provide information about you and your use of the particular link or linked website. We do not control the collection or use of such information, and the practices of those websites are not covered by this Privacy Policy. You are advised to check the privacy policies of any linked websites.

#### **5. What do we do with the information we collect?**

5.1 Our primary goal in collecting personal information is to provide you with authorisation to use the OCS Portal and OCS. Any information we collect will be used by us in accordance with current data protection legislation and this Privacy Policy.

5.2 The information we collect may be used by us and our Business Partners, Coordinators and third party service providers to provide such capabilities as personalisation services, interactive communications, account access and schedule alteration facilities. We may also use the information to estimate the size of our audience and measure certain traffic patterns, and to notify our visitors and registered users about updates to our OCS Portal.

5.3 If you ever receive a type of communication from us that you would not like to receive, you will have the option to unsubscribe from such communication (usually detailed at the bottom of the page for emails and hard copy post). Alternatively you can use the methods described in "Unsubscribe" below please contact us using one of the methods set out in section 7.

#### **6. With whom do we share your information and for what purpose?**

6.1 We do not sell, rent, or trade your personal information with others. However, when you make a payment to us we may need to share some of your personal information with third parties helping us to complete your transaction or send you the items you requested. When we share your information with such third parties, we will ensure that only the information necessary to complete your transaction is disclosed. We may also need to

disclose your details to our Business Partners, Coordinators and third party service providers as described in section 3 above.

- 6.2 Finally, other than as mentioned above, we may also share your information:
- (a) with anyone who may take over the operation of the OCS Portal or who may purchase any or all of Portal Administrator's assets, including your personal information. We will e-mail you at the address you provide if there is any change in the person controlling your information;
  - (b) if we in good faith believe that such action is necessary to: (1) comply with the law or with legal process; (2) protect and defend Portal Administrator's rights and property; (3) protect against misuse or unauthorised use of the OCS Portal; or (4) protect the personal safety or property of Portal Administrator's staff or the public.
- 6.3 If you want to object to any use we make of your personal information please contact us or follow the "Unsubscribe" procedure below.

## **7. Unsubscribe**

- 7.1 We hope that you will enjoy using the OCS Portal and the services we offer through OCS. However, you may want to request that your personal information is not used in the ways outlined above. This will limit your ability to continue to use the OCS Portal and/or OCS. If you do not want us to use your personal data you must "unsubscribe" using one of the following methods:

- (a) E-mail us at: *help@online-coordination.com*
- (b) Write to us at: *Data Protection Officer, Airport Coordination Limited, Viewpoint, 240 London Road, Staines, TW18 4JT, UK*

- 7.2 For any other enquiries or concerns about our Privacy Policy please write to the Portal Administrator at the above address or e-mail *help@online-coordination.com*.

## **8. Changes to our Privacy Policy**

We may modify our Privacy Policy from time to time at our sole discretion and, if we do so, we will post a revised version of this Privacy Policy on the OCS Portal and/or inform registered account holders of the changes by email. Modifications will be effective when they are posted on the Portal. When you access the OCS Portal after such a modification, you will be deemed to have accepted any such modifications.