

Privacy statement

European ATM Portal - Public

EUROCONTROL protects personal data in accordance with the EUROCONTROL [Regulation on Personal Data Protection](#) adopted by its Member States, Office Notice 34/08 of 2.7.2008, and its [Implementing Rules](#) which were published by Office Notice 25/17 of 25.10.2017.

1. What is the European ATM Portal? Why do we collect and store your data?

The European ATM Portal is the gateway to the SESAR European ATM Master Plan and European ATM Architecture. The eATM Portal provides an integrated view of the European ATM System outlining the Essential Operational Changes and technology changes foreseen to deliver the SESAR contributions to the Single European Sky performance objectives. The portal is structured in a public part, accessible without User ID/password and a restricted working area to which SESAR 2020 Partners and ATM Master Plan stakeholders have access.

This privacy statement is applicable to usage of the **Public** portal.

The portal contains:

- the three levels of the European ATM Master Plan, connecting the Executive Level (Level 1) to the European ATM Planning & Architecture (Level 2) and to the Implementation View (Level 3) and
- The released and most recent versions of the European ATM Master Plan and Architecture (EATMA).

2. What data do we collect, store and process about you?

We collect data from you when you submit a request via the Contact/Feedback Form.

More specifically:

Collecting and responding to feedback from users

The European ATM Portal provides a function that allows the user to provide feedback to the EUROCONTROL team operating the site.

In order to submit a feedback form we request you to provide your work e-mail address and (optionally) additional contact information such as your work telephone number and the name of the organisation you work for.

A further source from which your personal data may be collected is when you send an e-mail to eATMportal@eurocontrol.int with any type of enquiry or feedback. The data collected will be your name and e-mail address, together with any other personal data disclosed in the e-mail.

Analysis of website usage

EUROCONTROL also uses web statistics tools (Google Analytics) that anonymously track the usage of web pages of the European ATM Portal. For this purpose cookies are saved on the user's computing device, unless this is blocked by the computing device or not accepted by the user upon their first visit to the portal.

Surveys of user satisfaction with the use of the site

Occasionally, an external service may be used to perform a survey of the satisfaction of users with the European ATM Portal. Such a service will in principle collect feedback anonymously, but may offer the user to provide contact information (in the form of an e-mail address) to allow responding. For operation of the survey service additional cookies may be saved on the user's computing device.

3. Who is your data disclosed to? Who has access to your data?

The information collected for feedback, statistical analysis and user surveys or via e-mail is available to the team operating the European ATM portal.

4. How long is your data kept?

Personal data collected for feedback or via e-mail are not deleted unless requested by the user via the feedback form.

5. What are your rights under the EUROCONTROL Data Protection Regulation?

You have the right to request additional information about the handling of your personal data, or that your personal data is deleted. Please use the feedback form shown in Item 8 for this purpose.

For general information regarding feedback and surveys, please also make your request using the feedback form.

6. What do we do to avoid misuse or unauthorised access to data concerning you?

EUROCONTROL is committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, EUROCONTROL has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information that has been collected.

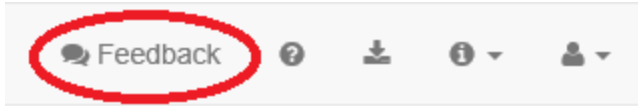
7. What safeguards do we apply to your data regarding third parties?

The personal information you provide in return for allowing you to access the portal or exchange information with the eATM Portal team is strictly confidential and will in no case be sold, traded or disclosed to third parties.

8. Who can you contact if you have any questions or want to make a complaint?

The eATM Portal administrator and team are responsible for the processing of your data relating to any feedback or mail contact.

For any queries related to your personal data, please activate the feedback form on the eATM Portal.



If necessary, complaints can be addressed to the [EUROCONTROL Data Protection Officer](#).