

Fair Processing Notice

The Role of the Passenger Advice and Complaints Team

If you have already made a written complaint to an airline or airport, and you are not satisfied with the outcome, the Civil Aviation Authority's (CAA) Passenger Advice and Complaints Team may be able to help. The CAA offers a mediation service to help passengers avoid unnecessary court action. We do not have legal powers to compel an airline to pay compensation, even if we think it is due. The service offered is not an ombudsman scheme.

Data Protection Act (DPA)

The Data Protection Act 1998 is the law that governs the processing of individuals personal information within the UK. The Act gives individuals certain rights regarding information held about them. It also places obligations on organisations like the CAA who process personal information.

Anyone processing personal information must notify the Information Commissioner's Office (ICO) that they are doing so, unless their processing is exempt.

The CAA notifies the Information Commissioner of the purposes for which we process personal information. Our registered entry can be viewed on the ICO's website.

What is Personal Data?

Under the Data Protection Act 1998, 'Personal Data' is defined as data that relates to a living individual who can be identified:

- (a) From the data, or
- (b) From the data and other information which is in the possession of, or likely to come into the possession of, the data controller, and includes any expression of opinion about the individual, and any indication of the intentions of the data controller or any other person in respect of the individual.

Personal data will, therefore, cover basic identifiers such as name, address, telephone number and date of birth, but also other information that is 'obviously about' or 'relates to' that individual thus making it easy to identify that individual without personal identifiers being present.

Why does the CAA's Passenger Advice and Complaints Team need to collect, use and store personal data?

The information you supply to us will be used by us to provide advice or resolve your complaint.

This will usually involve sharing the information with the airline or airport you are complaining about.

The details provided to the airline or airport will include your name, flight and travel details and a complaint type indicating what your complaint relates to.

Copies of your correspondence are required from you; so that we are satisfied you have tried to resolve your complaint with the company concerned in the first instance

Copies of your correspondence are required from you, so that we are satisfied your complaint falls within the scope of the UK CAA

Copies of your correspondence are required from you, so that we are able to assess your complaint accurately.

Occasionally airlines may require copies of the correspondence that you sent us, in order to address and review your complaint.

Occasionally airlines may require confirmation from us of your postal address for the issuance of payment cheques or vouchers.

Occasionally airlines may require confirmation from us of your email, telephone or postal contact in order to resolve your complaint directly.

We will endeavour to keep your information accurate and up to date, but rely on you to ensure that we have the most up to date information to make sure communications are sent to the correct email or postal address.

We will ensure that the information you provide will be subject to procedures to make sure it can't be seen, accessed or disclosed to anyone who shouldn't see it.

Using Your Personal Data

We will use the information you provide for the following purposes:

- Communicate with the airline or airport on your behalf;
- Mediate with the airline or airport on your behalf;
- Communicate to you, any outcome or opinion reached on your complaint;
- Where you have agreed, for the purpose of gauging your opinion about the service you have received.

Access to Information - Data Protection and You

If you would like to access the personal information we may hold about you, please contact:

Data Protection
CAA Data Controller
Aviation House
Gatwick Airport South
West Sussex RH6 0YR

If you have further questions about how we handle your information, please contact the CAA's External Response Team external.response@caa.co.uk.