

Flughafen Zürich AG (Zurich Airport Ltd.) data privacy statement

Version date 27.08.2024

“We treat our business customers, service partners, consumers and other stakeholder groups and their data with respect. We exercise care with their sensitive information and data, observe our duty of confidentiality and comply with data protection laws.”

“We” are Flughafen Zürich AG, P.O. Box, CH-8058 Zurich Airport.

We also undertake data processing on behalf of the co-ownership company The Circle. In this respect, the following statements also apply to this data processing.

You can contact our data protection team at datenschutz@zurich-airport.com.

We only ever ask you for the information we need to seamlessly perform the service for which you provided it. In addition, for certain processes we automatically collect information such as your IP address and the date and time of your interaction in order to be able to investigate any potential misuse of your data. Additionally, we collect the sequence of your interaction with our website and the votes you make to verify that you are not a robot. We do this to ensure that we interact with a human and not with artificial intelligence in order to avoid misuse of our website.

In case we transfer your personal data to third parties, we inform you explicitly.

We will store your data for as long as is necessary to fulfil the purpose for which you provided it, in compliance with statutory retention periods.

At any time, you have the right to require from us...

...that we disclose what personal data about you Flughafen Zürich AG processes and how these data are processed,

...that we correct and complete data about you that we process, and

...that we delete any data about you that we process which we are not legally obliged to process.

Where the EU General Data Protection Regulation (GDPR) applies, you can address any compliance issues directly to the supervisory authority responsible for you or to our EU Data Protection Deputy, VGS Datenschutzpartner GmbH (info@datenschutzpartner.eu).

Specific information about how Flughafen Zürich AG processes your data is set out below.

We reserve the right to update this data privacy statement if necessary, in compliance with the applicable data protection regulations, in order to reflect changes to our services or legal developments. The most recent version applies to your visit.

Parking and curbside

- In order to buy recurrent or personalised parking services and to use easy and documented booking services, you can open a customer account. For that, we ask you for your name, mobile number and email address, in order to proof your identity and your consent to opening the account. When you use your profile, we proceed your IP address, your licence plate number and the bookings done under your profile in order to provide you with this information backdated and to facilitate future bookings for you. When the profile is opened, all past bookings made under the email address provided are automatically assigned to the profile. We pass on your data to Omnevo GmbH, which operates the booking portal on our behalf, and Okta Inc. which verifies your profile.
- If you book a parking space with us online, we will ask you to state the desired parking time, your name and email address in order to reserve a parking space for you and to confirm the reservation. We pass on your data to Omnevo GmbH, which operates the booking portal on our behalf. We also ask for your payment details in order to process the payment (see “Credit card payments”). If you want to contract a parking damage insurance, we need your licence plate number additionally. We pass your data on to Helvetia AG, who processes the insurance in our on our instructions. Helvetia AG is not allowed to use your data for other than the above indicated purposes.
- If you register with us as a regular car park user, we will ask you for your name, contact details and the registration number of your vehicle to ensure that only you, as the authorised person, can use the car park.
- If you use our car parks or curbside lanes at the terminal, your vehicle registration plate will be automatically recorded by video camera as you enter and leave. These data are recorded for security reasons, to prevent or investigate any misuse and allows you to exit the car park without having to present your parking ticket again. Furthermore, if you lose your parking ticket, it is used to help locate your vehicle again and to charge your parking time correctly.
- If you use our intercom system, we will record the conversation so we can deal with the matter in question. The content of the conversation may also be used for evidence purposes.
- Our parking facilities and terminal curbside lanes are monitored by video cameras in order to investigate any violations of the parking regulations or criminal offences committed. Your vehicle, your vehicle registration number and your personal behaviour may be recorded. No automatic conclusions are drawn about your behaviour or personality.
- If you obtain a parking card as an airport employee, we ask for your name, date of birth, personnel number and vehicle registration number. We also store the reference date so we can bill the transaction correctly.
- If you purchase or top up a parking card as an employee of the Swiss Federal Railways (SBB), on behalf of SBB we will request your name, your personnel number, the amount topped up and the top-up date in order to fulfil our contractual obligations to SBB. These data are passed on to SBB and are not stored by Flughafen Zürich AG.

- If you apply for access to the non-public curbside lane (KeyCard), we need your name, company and contact details, along with the relevant vehicle registration numbers, in order to process the data for the contract and ensure correct use of the curbside lane.

Passenger process

- Your personal check-in data are not processed by Flughafen Zürich AG but by your airline and its handling agents. Please see their data privacy statements for more information.
- Your name and address will be recorded during boarding pass checks in order to comply with our statutory security obligations.
- In order to sort your luggage correctly, our baggage sorting system records your name, flight data, drop off and handling times.
- When boarding, your personal data are not processed by Flughafen Zürich AG but by your airline and its handling agents. Please see their data privacy statements for more information.
- If you wish to stay in our Transit Hotel, we will ask you for your name, the number of people and your flight details in order to reserve the appropriate rooms as requested.
- Our VIP service is reserved via your customer account (see “Customer account”). When you make a reservation, we will ask for your flight number, date of travel, accompanying persons, any special requirements and your home address in order to tailor the process to your departure and arrival times. If it is necessary to ensure seamless processing, we will pass on some of your data to our respective partner companies for process planning and analysis. We will also ask for your payment details in order to process the payment (see “Credit card payments”).

Lost & found

Any personal data relating to lost property are not processed by Flughafen Zürich AG but by the operators of the lost property offices. Please see their data privacy statements for more information.

Meetings

When you book a meeting room with Flughafen Zürich AG, we will ask you to provide your name, contact details and a billing address. If you book catering for your meeting, we will pass on your data to the caterer of your choice (Autogrill Schweiz AG or SV Schweiz AG), who will provide the catering service on our behalf.

Excursions at Zurich Airport

- You can reserve an airport tour or book an event via your customer account (see “Customer account”) or as a guest. When booking as a guest, we require your name, contact details and the number of people in your party (if applicable) in order to confirm the reservation. Depending on which particular tour you book, we may pass on your data to the airport partners concerned. We will also ask for your payment details in order to process the payment (see “Credit card payments”).

- You can organise a children's birthday party as a guest or via your customer account (see "Customer account"). To make a booking, we require your name and contact details, the name and birthday of the child as well as the number of participants in order to confirm the reservation and organise the event accordingly. We will also ask for your payment details in order to process the payment (see "Credit card payments").
- In order to enrol your child in our Junior Ranger Program, we require your name and contact details. We require the same data about your child, and, additionally, the child's date of birth and relevant allergies / health issues. We use this data to organize the program. We pass on the data to greifensee-stiftung who is our partner in the program execution.

Marketing campaigns

- If you would like to subscribe to our customer or partner newsletters, we will ask you to provide your contact details and your age in order to send the newsletter to the correct address and ensure that any age restrictions applicable to competitions are observed. The Schober Information Group (Schweiz) AG, which sends out the newsletter on our behalf, also has access to your data for these purposes.
- If you take part in a prize draw which is offered via our ZRH newsletter or on one of our websites and whose prize is not provided directly by Flughafen Zürich AG, we will pass on your contact details to the company which provides the prize. All further data collection and processing will be in accordance with the terms and the conditions of this company.
- If you would like to take part in one of our Airport Games, we will ask you to provide your contact details and state your age so we can check your eligibility, notify you if you win, and send you our ZRH newsletter.
- If you would like to take part in a photo booth competition, we will ask you to provide your name and email address so we can send you our ZRH newsletter. Your photo will be stored for the duration of the competition so that we can send it to you. We may pass on your contact details to the sponsors of the prizes.
- If you would like to subscribe to our parking newsletter, we will ask you to provide your name and email address in order to send the newsletter including up-to-date information and services at Zurich Airport. The Schober Information Group (Schweiz) AG, which sends out the newsletter on our behalf, also has access to your data for these purposes.

Contact via email, contact form or feedback form

If you contact us via a published email address or contact/feedback form, we will ask you to provide your contact data and a brief description of your enquiry so that we can answer it. Depending on the nature of your enquiry, we may pass on the relevant data to any of our airport partners that we need to consult in order to respond.

Contact via Chat

If you contact us on our website www.flughafen-zuerich.ch via the chat function, we store the entire chat history in order to be able to answer your enquiry. For this purpose, we pass the data on to our service provider Airport AI Ltd. The chat history may contain personal data if you provide us with such information. We recommend that you disclose personal data with restraint and only provide information in the chat that is necessary for the service requested.

Gift cards

If you order a gift card online, we will ask you for your name, email and postal address to confirm your purchase and to send you the gift card. We will pass on your contact details to boncard payment & services AG, who will issue and send the gift cards on our behalf. After the card has been sent, your personal data will be deleted and only your card number and credit balance will be stored.

We will also ask for your payment details in order to process the payment (see “Credit card payments”).

eLearning

- If you register on our e-learning platform as a private pilot, we will ask you to state your licence type and number, the country of issue and your contact details so we can explicitly assign your e-learning profile and the courses completed to your pilot's licence. Your course marks will also be stored. Your profile data might be seen by easylearn Schweiz AG during the course of maintenance work.
- If you register on our e-learning platform as an airport ID badge holder, we will ask you to state your last name and ID badge number so we can explicitly assign your e-learning profile and the courses completed to your airport ID. We will also store your course marks. Your profile data might be seen by easylearn Schweiz AG during the course of maintenance work.

Credit card payments

We process payments on our website with the help of online payment service provider Datatrans AG. Your contact and order details will be recorded by Datatrans, and we may view these in order to investigate any failed transactions.

Social media

Our website is connected to social networks to enable you to discuss our content on social media. Therefore, we operate our own sites on Facebook, Instagram, X (formerly Twitter), LinkedIn and YouTube. If you visit one of these pages or if you communicate with us through them, we receive your respective use data. The social networks themselves may evaluate your data on their own purpose and in their own responsibility, without any order from our side.

In order to link our website with our sites on social networks, we use social plugins and links:

On our website, we use a social plugin by Facebook. When you open our website, your browser applies a direct connection to the Facebook servers and your IP-address and the opening of our website are registered with them. If you are logged in your Facebook account on the same computer, Facebook can track your use of our website. This does not happen on our behalf but on the behalf of Facebook itself. You can block the use of social plugins in your browser's settings.

We apply links to Instagram, X (formerly Twitter), LinkedIn and YouTube to our sites on these social networks.

Telephone calls

Calls to one of our information line numbers will automatically be recorded. The recordings are used to investigate criminal actions such as telephone threats, for example. Depending on the nature of your enquiry, e.g. airport tour reservation, feedback, meeting room booking, we will collect the data necessary to process your request. The data will be handled as described for the relevant interaction.

Customer account

To use certain recurring or personalised services, it is necessary to open a customer account. When you open such an account, we will ask for your name and email address so we can confirm your identity and obtain your consent to creating a profile for you. When you use your profile, we will store your IP address using a cookie so that we can provide you with the required information, e.g. about recurring VIP services or tagged flights, across different sessions and on different devices.

Purchasing train tickets

If you buy SBB railway tickets at one of our info desks, on behalf of SBB's Switzerland Travel Centre we will ask for your name, date of birth, contact details, desired route and travel time in order to issue your ticket correctly. The data will be passed on to the Switzerland Travel Centre and will not be stored by Flughafen Zürich AG.

Booking hotel rooms

If you book a hotel room at one of our info desks, on behalf of the Switzerland Travel Centre we will ask for your name, nationality, date of birth, booking period, the hotel you wish to stay at and whether you are a smoker or non-smoker. This helps us to select the appropriate room. The data will be passed on to the Swiss Travel Centre and will not be stored by Flughafen Zürich AG.

Child seats

If you hire a child seat from us, we will ask for your name, the rental period and a contact phone number and/or email address in order to process the rental contract with you. We also ask you for your credit card data in order to settle the deposit payment.

Depositing valuables

If you deposit valuables with us, we will ask for your name, flight number, the date of your return and your contact details so that we can correctly return the valuables to you or contact you in cases of doubt. The data will be destroyed once the valuables have been collected.

Company deposit facilities

If you wish to access a company deposit facility, we will ask the company transferring the deposited items for your name, flight number and date of arrival so we can correctly hand over the items in question. We will confirm such item transfers to the company concerned.

WiFi

Due to security reasons, we record every access on our WiFi-infrastructure. Additionally applies the following:

- If you are a guest of Flughafen Zürich AG and use our guest WiFi, we ask you for your name and email address and we register your MAC- and IP-address in order to give you network access. Due to security reasons, we receive protocol data on your network use.
- If you would like to use our visitor WiFi, Monzoon Network AG asks you on our behalf for your name, date of birth, passport or flight number and your IP-address in order to check your access authorisation as prescribed by the Swiss Confederation and to unlock your device for WiFi use.
- If you would like to use Travellers WiFi, we either use your data that you have already provided to Amenity GmbH or we ask you for a copy of the respective contract and for your passport in order to check your entitlement for use.

Security tip-offs

If you would like to report a security matter, we will ask you to set out the facts in detail. Any personal data that you give us in connection with this report will be de-personalised so that no connection can be made between you, other people and the matter you are reporting. Your anonymised report will only be passed on if this is necessary for security reasons or to clarify the facts of the case.

Airport ID cards, key management and access

Access and ID media for Zurich Airport will be issued when requested by the company concerned. An administrator at the company designates a member of staff who is authorised to place orders.

If you open an account as an administrator, we will ask you to state your name, date of birth and a correspondence address to enable us to communicate with you.

If your administrator nominates you as an ordering party, the administrator will request your name, date of birth and correspondence address in order to communicate with you. The administrator has access to these data at all times.

If an access/ID medium is ordered for you, the ordering party in your company will record your name, date of birth, nationality and private correspondence address. In addition, if authorisations are linked to this access/ID medium, information about your current job and the zones this requires access to will be requested to verify the necessity of access. If access requirements need to be checked, you will then be asked to open an account yourself. You can check if your contact details are correct, and you will be prompted to save security questions and answers to verify your access. You will have to enter your current job and employer as well as your places of residence over the last 5 years in your profile. In addition, you will be required to upload an extract from the relevant criminal records bureau for each country in which you have lived for at least 6 months. Your criminal record extract may be viewed by anyone ordering on behalf of your company and by staff at the respective Flughafen Zürich AG offices. In some circumstances, Flughafen Zürich AG may obtain further data about you from the Swiss police authorities or the Swiss Confederation's intelligence service.

All data that you make known to us in connection with the badge and access order can be viewed by our service provider Xappido AG as part of system maintenance.

Application for a Windows-Account

For external employees who need a Windows account within the network of Flughafen Zürich AG, we request your name, contact details, employer, purpose for your application, date and place of birth, nationality and your places of residence of the last 5 years. Additionally, we ask a copy of your ID, your passport and / or your airport ID. In case we need to execute a security check on your application, we transfer your data to the responsible Swiss police body and to the Federal Intelligence Service.

Registration for job vacancies

When you register for our job newsletter, we ask you to provide your e-mail address so that our partner Prospective Media Services pms AG can arrange for the job newsletter to be sent. All further data collection and processing is subject to the provisions of this company.

You can unsubscribe from the job newsletter at any time by clicking on "Deactivate job newsletter".

Applicants

Your application data will be stored solely by us and will not be passed on to third parties. If a contract of employment is concluded, we will retain your application in your personnel file.

Quotation and contract data

If you send us a quotation for goods or services, or if we conclude a supplier contract or service agreement with you, we will store the name and company contact details of the contact person named in the contract in order to communicate with them about contract-related matters and fulfil all mutual rights and obligations.

If you order ICT products from us on behalf of your company, we will ask you for your name and business contact details in order to register you with us as a person authorised to place orders.

Noise compensation proceedings

If you, as a litigant, initiate proceedings against Flughafen Zürich AG in relation to noise, we will store your contact details, information about the property concerned and your claim for compensation. In order to conduct the proceedings, these data may be passed on to external lawyers and to the competent court.

Aircraft noise hotline

If you contact our aircraft noise hotline, we will store your name, address and complaint in order to process your complaint.

Sound insulation program

If you wish to receive services from our sound insulation programme, we will store your name and the relevant data on the property concerned in order to check your claim and provide you with the services.

Storm clips program

If you receive storm clips by Flughafen Zürich AG, we will store your name, contact data and data concerning the property in order to check and proceed your claim. These data can be passed on to our contractors who support the installation of the storm clips.

Sponsorship application

If you submit a sponsorship application via our website on behalf of your club or for an event in the airport region, we record your name, your contact details and your role in the club or sponsorship project in question. Our service provider Optimy, whose tool we use to process sponsorship applications, will also be able to view your presentation.

Video surveillance at the airport

To ensure security at Zurich Airport, some public areas are monitored using video cameras. Security-relevant video recordings are made available to the Zurich cantonal police.

Use of ZRH Insider App

When you use the ZRH Insider app, we collect and use the information that you provide to us while using the app (location, time, and duration of use, etc.). when you log in, your login data is verified by the company Okta Inc.

We send you push notifications to inform you about staff actions, operational information such as diversions when approaching the airport or other relevant information. You can deactivate or reactivate the push notifications at any time.

We use the services of Google Firebase to manage and coordinate the push notifications. Google Firebase is a mobile app platform that sends push notifications on our behalf and has access to anonymised data that we provide to them.

We use the following services from Google Firebase:

- Cloud messaging to send push messages
- Crashlytics to track app crashes and performance
- Firebase Analytics to evaluate user interactions

When using the app, we use cookies and other identification technologies (see details under the item Tracking).

The ZRH Insider may contain hyperlinks or links via QR-codes to websites of partners and third parties. The further collection and processing of data is governed by the provisions of this company. If you jump to our order processor Yoordi via the QR code as a part of the ordering process with the Insider App, we will transmit your name, email address and employer to Yoordi AG to check your eligibility for the discount.

Use of web application airport operations plan (AOP)

If you require access to our web application *Airport Operations Plan (AOP)*, we will ask for your name, job title, e-mail address and employer. We pass this data on to Zühlke AG, which operates the platform on our behalf.

Tracking

We use different ways to recognize you using our website in order to ensure the functionality of our website and to evaluations and personalizations. Thereby, we can technically not avoid to conclude on your identity in certain cases, even if this is not our intention and it is not done actively.

Cookies are individual Codes, that our server or a server of our contractor sends to your system when connected to our website. Your system saves and sends the codes back to our system until their programmed expiration. So, we can recognize you as a user, even not knowing your individual identity. We use such techniques on our website and we also allow our partners to do so. In case we integrate partner offers or analytics tools on our site, these can also track you in the same way.

When opening our website, you will be asked for your consent on the use of cookies. The cookie banner provides you with detailed information on the cookies' functionality and on their providers that process your data on our behalf. You can de-activate all cookies that are not necessary for the functionality of our website on the cookie banner. You can also install special software or set your browser to block tracking.

We use the following cookies:

Necessary cookies help us to ensure the functionality of our website by enabling basic functions like site navigation and access to secure sites. Our website cannot be used without such cookies. By using these cookies, we transfer your data to Microsoft Ltd. LinkedIn Inc., Usercentrics A/S, Google Ltd., YouTube LLC, Haufe GmbH, Monotype Imaging Inc. and OAG.

Preference cookies ensure that our website can remember information on the use of our website, e.g. from which region you access or which language you have selected. In order to make this possible, we transfer your data to Usercentrics A/S, adfocus GmbH, LinkedIn Inc. and YouTube LLC.

Statistics cookies help us to understand, how people interact with our website by collecting information anonymously. For that, we transfer your data to adfocus GmbH, Google Ltd., Hotjar Ltd., LinkedIn Inc., X Corp., Microsoft Corp., whoisvisiting.com and YouTube LLC.

Marketing cookies are used to track the progress of your website visit. So, we can deliver you advertisements that may meet your interests and that are thus more valuable to our advertising partners. For that we transfer your data to Metaplatforms Inc., Xandr Inc., Google Ltd., LinkedIn Inc., Oracle Corp., X Corp. and YouTube LLC.

We use **other cookies** that we could not yet categorize into the above clusters. By these cookies, we transfer your data to an Matterport Inc., Casasoft GmbH and Activecampaign LLC.

We use an interface to Google Maps to visualise geographical information and calculate travel times. We do not store any personal data about you. However, your IP address and information about your use of the map function are transmitted to Google Inc.. You can adjust your privacy settings regarding Google products in the Google Privacy Centre.

To enable you to ask questions about your services via individual chats and to receive notifications, e.g. about bookmarked flights, by push message via a messenger service (e.g. Facebook Messenger, WhatsApp, Google Assistant), we pass on a unique identifier as well as your gender and time zone to our service provider Airport.ai in order to be able to process your request. If you wish to use WhatsApp as a messenger, the aforementioned data will also be passed on to Infobip LTD in order to process your request.

Website Analysis

We analyse the use of our website so that we can gain insights into the user-friendliness of our website and optimise the quality of our services and offers on our website. For this reason, your IP address, and data about your click behaviour are stored. We transmit the stored data to FullStory Inc., which carries out the website analyses on our behalf.

Online shop

If you wish to purchase items from our online shop, we will store your contact details together with the items you have purchased in order to correctly process your order. We also ask for your payment details in order to process the payment (see “Credit card payments”).

API portal

If you wish to open an account to use our API portal, we will ask you for your name, contact details and a password in order to grant you access and keep you informed about new portal features. If you use the Save Account function, we will link the information you request to your profile in order to be able to provide you with this information again in subsequent sessions.