

Privacy Policy

At Glasgow Prestwick Airport, we are committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to dataprotection@glasgowprestwick.com or by writing to Glasgow Prestwick Airport, Aviation House, Prestwick KA9 2PL Alternatively, you can telephone 0871 223 0700

We are registered with the Information Commissioner's Office, or ICO, under registration number Z7227065.

How do we collect information from you?

We obtain information about you when you use our website, for example, when you contact us about products and services, or if you register to receive our newsletters. Therefore, we will use the legal basis of consent. You can change your marketing preferences at any time by clicking on the un-subscribe button at the bottom of the email or by emailing: dataprotection@glasgowprestwick.com or by writing to Glasgow Prestwick Airport, Aviation House, Prestwick KA9 2PL. Alternatively, you can telephone 0871 223 0700.

We may also collect information via survey's that we carry out in order that GPA can remain compliant with regulatory bodies such as the CAA and also to improve the services that we provide. Any information collected will be anonymised and the personal data, for example email address and names, associated with this information will only be held for the purpose of contacting the individual in order to complete the survey. You will always be offered an option not to take part in the survey if you do not wish your personal data to be held by GPA.

What type of information is collected from you?

The personal information we collect might include your name, address, email address, IP address, and information regarding which pages you accessed and when. If you purchase a product from us, your card information is not held by us, it is collected by our third-party payment processors, who specialise in the secure online capture and processing of credit/debit card transactions, as explained below.

How is your information used?

We may use your information to:

- carry out our obligations arising from any contracts entered into by you and us;
- deal with entries into a competition

- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, other fundraising;
- send you communication about the activities and promotions of our associated companies' goods and services.
- Deal with complaints /enquiries

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or pass your information to third parties. We will not share your information with third parties for marketing purposes, unless you have given your express consent to do so. If you have consented for us to share your data with other organisations for the purposes of direct marketing, we will keep your consent on record until it is withdrawn or the purpose of holding your data is no longer valid. On deletion of your data, Glasgow Prestwick Airport will endeavour to contact you to confirm that your information has been removed.

Third Party Service Providers working on our behalf: We may pass your information to our third-party service providers, agents, subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the Glasgow Prestwick Airport Network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime. We only use third-parties who are compliant with data protection laws.

When you are using our secure online car parking pages, your payment is processed by a third-party payment processor, who specialises in the secure online capture and processing of credit/debit card transactions. If you have any questions regarding secure transactions, please contact us as below.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct marketing communications from us about the exciting services and products, we provide then you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. You can change your marketing preferences at any time by clicking on the unsubscribe button at the bottom of the email or by emailing: dataprotection@glasgowprestwick.com or by writing to Glasgow Prestwick Airport, Aviation House, Prestwick KA9 2PL. Alternatively, you can telephone 0871 223 0700.

How you can access and update your information

The accuracy of your information is important to us. We are working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at: dataprotection@glasgowprestwick.com or write to us at: Glasgow Prestwick Airport, Aviation House, Prestwick KA9 2PL. Alternatively, you can telephone 0871 223 0700.

You have the right to ask for a copy of the information Glasgow Prestwick Airport hold about you, this is provided free of charge.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it is treated securely. Any sensitive information (such as credit or debit card details) is encrypted and protected by the following procedures. All information transmitted from forms on the car parking website is secured in transit using not less than 128bit keys. When you are on a secure page, a lock icon will appear on one end of the address bar next to the URL (web address).

If you book your car parking with an external organisation your data will be passed to Glasgow Prestwick Airport to be held in our system in order to allow you to park your vehicle. This information will only be used for the purpose it has been given.

Non-sensitive details (your email address, etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its secure on our systems.

Profiling

We may analyse your personal information to create a profile of your interests and preferences so that we can contact you with information relevant to you. We may make use of additional information about you when it is available from external sources to help us do this effectively. We may also use your personal information to detect and reduce fraud and credit risk.

Use of 'cookies'

Like many other websites, the Glasgow Prestwick Airport website uses cookies. 'Cookies' are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. For example, we use cookies to store your country preference. This helps us to improve our website and deliver a better more personalised service. To find out more about cookies, <https://www.aboutcookies.org/>

The privacy of your information is important to us and we want to keep you well informed about cookies. We shall continue to work on initiatives in relation to recent cookie legislation to ensure you have the best experience when visiting our website.

Managing 'cookies'

If you would prefer to restrict, block or delete cookies from Glasgow Prestwick Airport and our third-party advertisers, or any other website, you can use your browser to do this. Each browser is different so check the 'Help' menu of your particular browser to learn how to change your cookie preferences. If you choose to disable all cookies, we cannot guarantee the performance of our websites and some features may not work as expected.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from GPA's website.

In addition, if you linked to our website from a third-party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third-party site and recommend that you check the policy of that third-party site.

16 or Under

We want to ensure the privacy of children aged 16 or under is protected. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

Glasgow Prestwick Airport shall only use UK based servers and shall not transfer your personal data out with the European Economic Union.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in July 2019.

Complaints and Queries

Glasgow Prestwick Airport tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring it to our attention if they think our collection or use of personal information is unfair, misleading or inappropriate. Please contact our Data Protection Officer in the first instance:

Data Protection Officer
Glasgow Prestwick Airport
Aviation House
Prestwick
KA9 2PL
dataprotection@glasgowprestwick.com

If you are still unhappy regarding how we have dealt with your complaint, you have the right to contact the UK Information Commissioner's Office (ICO). You can do this by calling their helpline, contacting them through their website or writing to them. Their details are as follows:

ICO telephone helpline: 0303 123 1113

ICO website: <https://ico.org.uk/concerns>

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF