

Website privacy policy

WFS is one of the world's leading ground handling organisations, providing high quality cargo, passenger, premium, ramp, baggage and technical services.

This privacy policy sets out how WFS Global S.A.S. ("WFS") uses and protects any personal data that we collect from you or you give to us when you use the website: <https://www.wfs.aero>.

WFS is committed to protecting the privacy of its website users and takes its responsibility regarding the security of their information very seriously.

If we ask you to provide certain personal data by which you can be identified when using this website, then you can be assured that WFS will process such personal data in a lawful, transparent and secure way and that it will only be used in accordance with this privacy statement.

WFS may change this policy from time to time by updating this page. You should check this page regularly to see any updates or changes to our website privacy policy.

What data do we collect and when

We may collect personal data that you give us when you fill in forms on our website, subscribe to services we provide and as well when you report a problem with our website. Personal data collected may include the following:

- *name and contact details (i.e. email and/or postal address, telephone number)*
- *communication you exchange with us*
- *your posts and messages on social media*
- *demographic information such as postcode, preferences and interests*
- *other information relevant to customer surveys and/or offers*

What we do with the information we gather

We require this personal data to understand your needs and provide you with a better service, and in particular for the following reasons:

- *Improvement of our products and services;*
- *We may use the information to customise the website according to your interests;*
- *Use of cookies.*

On what basis, do we collect your personal data?

We collect your information on the basis of your consent.

Security – Retention and Deletion

We are committed to ensuring that your personal data is secure.

To that end, we have implemented appropriate technical and organizational measures across the organization to protect against accidental or unlawful disclosure or destruction of the personal data collected.

Your personal data may only be accessed by the employees or subcontractors as the host of the website with legitimate business need to access the personal data.

We keep personal data only as long as required to fulfil the legitimate reason it has been collected for. We may need to keep certain information to comply with financial reporting laws and to meet our legal obligation or to deal with inquiries from Clients on past services provided.

When we no longer need your personal data, we will securely delete or destroy it in accordance with WFS's Data Retention and Disposal Policy.

Storage of personal data

The personal data that we collect from you will be transferred to, and stored by OVH, a French Company which head office is located at 2 rue Kellermann - 59100 Roubaix – France <https://www.ovh.com/fr/support/mentions-legales/>, that complies with the General Data Protection Regulation ("GDPR") and the French Loi Informatique et Libertés dated January 6, 1978, as modified.

Transfer of data to third parties

To facilitate our efficient use of personal data, and to provide the best services and opportunities, it may sometimes be necessary for WFS to disclose your personal data to trusted third parties.

When we transfer your personal data to trusted third parties, we ensure that the third parties comply with the GDPR and relevant laws. In particular, we require all such third parties to have appropriate technical and operational security measures in place to protect your personal data.

We may also share or transfer your personal data to:

- comply with our legal obligations, or
- any other party with your prior express consent.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular website. Cookies allow web applications to respond to you as an individual and make it easier to log onto and use websites. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

To learn more please refer to the Cookies Policy.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our website, you should note that we do not have any control over those other websites. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such websites and such websites are not governed by this privacy policy. You should exercise caution and look at the privacy policy applicable to the website in question before submitting any personal data.

Marketing communication

You may choose to restrict the collection or use of your personal data in the following ways:

We will not sell, distribute or lease your personal data to third parties unless we have your permission or are required by law to do so. With your prior consent, we may use your personal data to send you promotional information about third parties which we think you may find interesting.

Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes.

If you have previously agreed to us using your personal data for direct marketing purposes, you may change your mind at any time by writing to or emailing us at the address mentioned below in the section "Your data protection rights".

Compliance with this Policy and data protection laws

All entities within the WFS Group comply with this Global Privacy Policy and are committed to complying with all applicable privacy principles and regulations.

Your data protection rights

In certain circumstances you have the legal right to:

- **Request information** about whether we hold personal data about you and, if so, what that information is and why we are holding/using it.
- **Request access** to your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal data where we are relying on a legitimate interest (or that of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal data for direct marketing purposes.

- **Object to automated decision-making** including profiling i.e. not to be subject to any automated decision-making by us using your personal data or profiling of you.

- **Request the restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data (e.g. if you want us to establish its accuracy or the reason for processing it).

- **Request transfer of your personal data** in an electronic and structured form to you or to another party (commonly known as a “right to data portability”). This enables you to take your personal data from us in an electronically useable format and transfer it to another party.

- **Withdraw consent**

to take your personal data from us in an electronically useable format and transfer it to another party.

- **Withdraw consent.** In the limited circumstances where you may have provided your consent to the processing of your personal data for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. Once we have received notification that you have withdrawn your consent, we will no longer process your personal data for the purpose(s) you originally agreed to, unless we have another legitimate basis for doing so in law.

- **Give your instructions in case of death :** Pursuant to the French law of 6th January 1978 as amended relating to data processing, files and freedom (article 85-I), WFS will respect the instructions given by you regarding the storage, erasure and communication of your personal data after your death.

In the absence of such instructions, WFS will grant claims of your heirs as limited in Article 85, II of the French law of 6th January 1978 relating to data processing, files and freedom.

- **Contact the CNIL.** If you have any complaint, you are invited to contact our DPO or you may also contact the CNIL, which is the competent authority for the protection of personal data, 3 Place de Fontenoy, 75007 Paris, +33 (0) 1 53 73 22 22.

If you want to exercise any of these rights, then please contact our DPO at :

dpo@wfs.aero

Cargo 7

6, rue du Pavé

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France

You will not have to pay a fee to access your personal data (or to exercise any of the other above rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure.