

easyJet

OUR PRIVACY NOTICE



PRIVACY POLICY

easyJet understands that we are the guardian of your Personal Data when you choose to travel with us. We promise that we will be clear about how we collect, use, share and retain your Personal Data and we are always committed to keeping it secure.

To find out more about how easyJet collect and use your Personal Data click on the icons right.

If you would like to read easyJet Airlines Terms of Carriage or easyJet Holidays Booking Conditions, ('the Terms') these are available on easyJet's website (easyJet.com).



WHO IS RESPONSIBLE FOR YOUR PERSONAL DATA?

For ease, when we talk about “we” or “us” or “our” or “easyJet” or “group companies”, we mean any or all of these companies:

- > easyJet Airline Company Limited
- > easyJet UK Limited
- > easyJet Europe Airline GmbH
- > easyJet Holidays Limited
- > easyJet Switzerland S.A

easyJet Airline Company Limited and easyJet Holidays Limited are the Data Controllers of the Personal Data used to manage your flights and holidays and our relationship with you.

The Airline Operating Companies (easyJet UK Limited, easyJet Europe Airline GmbH and easyJet Switzerland S.A) are the Data

Controllers for any Personal Data used to meet safety requirements as part of the flights they operate.

We share your Personal Data between companies in the group to manage our relationship with you and the flights and/or holiday you have purchased.

Where you choose to book your easyJet flight or holiday through another company, such as a travel agent/online travel company, they will be the Data Controller of your Personal Data in relation to setting up and managing your booking and their Privacy Notice will apply. easyJet will remain the Data Controller for the operation of your flight or holiday and will process your Personal Data under this Privacy Notice.



HOW DO WE PROCESS YOUR PERSONAL DATA?

Like all airlines and holiday companies, we collect Personal Data about you in order to allow you to travel with us. We obtain most of your Personal Data directly from you or the person who has booked your travel with us.

We use your Personal Data to manage our flights and holidays and to meet our legal obligations, including laws in relation to safety, security, border control, immigration and packaged holidays.

Additionally, we may collect Special Category Data from you if it is necessary to support you with your flight or holiday, for example if you have needs which require assistance on one of our flights or in the accommodation you are staying in, if you make a claim under our Serious Illness Policy, or are involved in an incident at the airport, on one of our

aircraft or in the accommodation you are staying in.

When you purchase additional products and services through easyJet (such as car rental, insurance, inflight retail, transport/transfers, excursions) or if you contact us for support in relation to your flight or holiday we will also use your Personal Data to fulfil your request.

We also use your Personal Data to improve our products and services, to give you a better experience on our website or mobile app and to personalise some offers to you where you have agreed to receive marketing from us.

Outlined below is the Personal Data journey our customers will go through when they travel with us. It explains each step of your journey with us and what Personal Data we collect, our lawful basis for processing your Personal Data and how long we retain it for.

easyJet Personal Data Journey

Outlined below is more information about your personal data journey with easyJet.

You will see that we talk about the 'lawful basis' we rely on for processing your Personal Data. Under the General Data Protection Regulation (EU and U.K), there are certain lawful bases that allow a Data Controller, like easyJet, to process our customer's data.

Most often the lawful bases easyJet rely on to manage your Personal Data are where we have a legal obligation to do so, where it is part of fulfilling our contract with you, if we have your consent or where it is in easyJet's legitimate interests to process your Personal Data and it is consistent with your own rights and interests.



I search for a Flight/Holiday

When you use our website or app, either just for inspiration or to search for your next destination, we collect some Personal Data through cookies and similar technologies.

Some cookies are necessary to maintain our services and cannot be switched off, while some are used to provide you with more personalised content from easyJet and other third party companies as you navigate easyJet's websites and across the internet. You will receive this personalised content if you agreed to this when setting your cookie preferences.

If you have agreed to personalisation and advertising cookies and have also agreed to receive marketing

from easyJet, we may also contact you based on your browsing of our website or if you have gotten part way through booking but haven't completed it.

Additionally, If you visit our website and enable push notifications, we'll send you notifications using your browser's notifications function. You can turn this off at any time by using your browser's settings. You'll need to do this in each browser in which you enabled notifications.

You can read more details about the types of cookies and what Personal Data we process via our cookie policy which is available on our website ([easyJet.com](https://www.easyJet.com)).



I create an easyJet account

We collect certain information about you when you create an easyJet account in order to manage your account and ensure your bookings are available to you. You may also choose to save passport and payment details in your account to make it easier to travel with us in the future.

If you choose to save passport or payment details, these are stored in a hashed format for security

purposes. Your payment details are saved in accordance with Payment Card Industry Data Security Standards (PCI DSS)

At the time you create your account, you will also be asked to confirm your choices around receiving marketing.

Processing activities/Purposes	Personal Data	Lawful Basis	Retention
Creating an easyJet account	Title, name, contact details including email address, telephone number, postal address, password, preferred departure locations	Legitimate Interest in providing you with an easyJet account in order to manage your travel with us.	6.5 years from the date of your last travel (following a period of inactivity or request for account deletion).



I create an easyJet account

Processing activities/Purposes	Personal Data	Lawful Basis	Retention
Choosing to save payment and/or passport/ID information in your account	Payment card details (held in accordance with PCI DSS) and/or Passport/ID Document	Consent	Until you delete the information from your account or 6.5 years from the date of your last travel (following a period of inactivity or request for account deletion).
Setting your marketing and communication Preferences	Opted In or Out of marketing and other communications	Legitimate Interests - To support our marketing activities.	6.5 years from the date of your last travel (following a period of inactivity or request for account deletion).



I book a Flight/Holiday

When you book your travel with us, we store the details of your booking in your account in order to allow you and easyJet to manage your travel. This includes details of all passengers travelling under the same booking with you.

If you are travelling with children, we will also use their Personal Data, including date of birth, in order to confirm any exemption to Air Passenger Duty.

If you have requested Special Assistance, we will collect Personal Data about you to confirm the type of assistance you require while travelling with us.

We will share your Personal Data, including any special assistance information where necessary, with the following providers in order to manage your travel with us:

- > the departure and arrival airports;
- > our ground handlers;
- > any transport / transfer provider you have booked;
- > our Destination Management providers, where you have booked an easyJet holiday they are supporting us with;
- > Accommodation provider, where you have booked an easyJet holiday

At the time you make a payment for a flight or holiday we carry out automated screening for fraudulent activity related to payments. A payment may also be flagged to easyJet as fraudulent by a card issuer or fraud prevention agency. If a payment is flagged as potentially fraudulent, this will be reviewed by a member of our staff and may result in your booking and/or account being blocked pending further investigation.



I book a Flight/Holiday

Processing activities/ Purposes	Personal Data	Lawful Basis	Retention
Managing your bookings	Name, Surname and contact details of the booker(s), and passengers Adult/child passenger, child date of birth Booking reference Flight itinerary Holiday itinerary	Performance of Contract	6.5 years from the date of travel
Booking/arranging Special Assistance	Details of the Special Assistance you require, which may include health and disability details.	Legal Obligation - Social Protection	6.5 years from the date of travel
Processing payments	Payment card details (held in accordance with PCI DSS)	Performance of Contract	6.5 years from the date of travel
Processing payments (using credit vouchers)	Name, Surname, Use of credit / when/where received credit.	Performance of Contract	6.5 years from the date of travel



I book a Flight/Holiday

Processing activities/ Purposes	Personal Data	Lawful Basis	Retention
Recording the reason for travel (business/leisure)	Purpose of travel	Legitimate interests – Improving easyJet's products and services	6.5 years from the date of travel
National Discount (NIF) (for example, for those people living on specific islands which are served by an easyJet flight.)	National Discount (NIF) evidence	Legal Obligation	6.5 years from the date of travel
Booking with an easyJet+ membership	easyJet+ membership number	Performance of Contract	6.5 years from the date of travel
Sending a hard copy booking confirmation	Booking reference Booking details in full.	Performance of Contract	Deleted after boarded pass printed



I purchase Flight/Holiday extras

At the time you book or at any time up until you depart on your travel, you can purchase additional products and services, such as car rental, taxi transfer, insurance, lounge access and pre-purchased food and drink, in order to enhance your travel experience with us. These are provided by easyJet or via one of our trusted travel partners.

We may receive and share some limited Personal Data with our partners to support the purchase process, to take payment, to confirm commission and undertake reporting based on purchases.

Product/Service	Personal Data	Lawful Basis	Retention
Purchasing a Seat	Name, seat number, booking reference	Performance of contract	6.5 years from the date of travel
Purchasing of luggage / sports equipment	Names and Surnames of all passengers; Luggage type Booking reference	Performance of Contract	6.5 years from the date of travel



I purchase Flight/Holiday extras

Product/Service	Personal Data	Lawful Basis	Retention
Pre-purchase of Inflight food and drink and duty-free items	Name and Surname of passenger; Food or drink option; Booking reference (for pre-order) Seat number (for onboard delivery) For home delivery – address and name	Performance of Contract	6.5 years from the date of travel
	For alcohol and other restricted items (where applicable) – age	Legal Obligation	6.5 years from the date of travel
Purchasing an accommodation transfer	Time and date of pick up, Customer details, Ages, Contact numbers Any special assistance required	Performance of Contract	6.5 years from the date of travel
Processing payments for Flight/ Holiday Extras	Payment card details (held in accordance with PCI DSS)	Performance of Contract	6.5 years from date of travel



I purchase Flight/Holiday extras

Where our partners are the Data Controllers of the additional products and services you have purchased as part of your booking with us, their terms and conditions and privacy notice will apply. Our main travel partners are listed below. Please note this list contains our main travel partners and is subject to change:

Controller'	Product/Service
Deutsche Bahn	Train tickets
Collinson	Travel insurance
Musement	Excursions and tours
No.1 Lounges	Airport lounges
ParkVia	Parking and airport security fast-track
Holiday Extras (HX)	Airport Lounges, Insurance, Parking
SouthPole	Carbon Offsetting Credits
Booking.com	Hotels and rooms (separate to easyJet Holidays)
Car Rental Companies	Car rental services booked through CarTrawler
FOF Events Ltd	"Fearless Flyer" Fear of flying courses and services



I have a question about my booking

When you contact easyJet via email, telephone, social media, our chat tool (chatbot), or post in relation to a query, we collect Personal Data relating to your query in order to fulfil your request.

To improve your experience with us and to speed up our communications with you, we

use automated technology which may be assisted by Artificial Intelligence, to direct you through our processes, for example to answer email queries in relation to your flights and holidays. Any decisions which are made about your travel based on automation and may impact you, will be reviewed by a person working on behalf of easyJet.

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
General enquiry or complaint (any channel)	Contact details (social media ID, Email address, telephone number) Notes on communication Booking reference Flight itinerary Holiday itinerary Passenger name (if different from the booker)	Performance of Contract	6.5 years
		Legal Obligation	6.5 years
		Legitimate Interests - Where the above reasons are not applicable. For example: To facilitate our relationship with you and provide good quality customer services.	6.5 years



I have a question about my booking

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Amending your Booking	Name, Surname and contact details of the booker(s), Booking reference Flight itinerary Holiday itinerary Email address Changes to be made	Performance of Contract	6.5 years



I have a question about my booking

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Requesting Special Assistance	Name, Surname and contact details of the booker(s) Booking reference Flight itinerary Holiday itinerary Passenger names (if different from the booker) Adjustments requested. This may require us to know what disability/medical condition you have.	Legal Obligation - Social Protection	6.5 years
Recording of your call	Can be any of the above scenarios listed.	Legitimate Interests - To facilitate our relationship with you and provide good quality customer services.	180 days from the date of the call.



I check-in for my flight

When you check-in for your flight we collect the passport or ID information for all passengers travelling with you on your booking. We call this 'Advanced Passenger Information' and this allows us to meet

our legal obligations around operating our flights and to comply with the border control and security requirements of the countries we fly to.

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Checking in	Advanced Passenger Information (API): Full name Nationality Gender Type and number of Travel Document with details, Personal image Contained within the Travel Document Email address for disruption communications	Legal Obligation	24 hours from time of flight departure



I arrive at the Airport

If you arrive at the airport with hold luggage you will be directed to an auto bag-drop kiosk or easyJet desk, where your boarding pass and your ID document (e.g. passport) will be scanned. Your hold luggage will be tagged to your booking reference along with your name, so that it can be loaded onto your flight and made available to you at your destination.

If you need to buy additional hold luggage or cabin bag allowance for your travel you can also do this at the auto bag-drop kiosk or at an easyJet desk.

If you were unable to check-in online prior to arriving at the airport, you can also do this at the airport.

At security and if you have purchased lounge access (when available at the airport) you will need to show your easyJet Boarding Pass.

At the gate you will be required to demonstrate your boarding pass and ID documents used for check-in. If you need to purchase additional luggage allowance, for example, your small cabin bag was too large, you can also do this at the gate.



I arrive at the Airport

Process	Personal Data	Lawful Basis	Retention
Checking-in hold luggage	Luggage tag Luggage type Name of passenger Booking reference Passport/ID documents	Performance of Contract	6.5 years from date of travel
Processing payments for luggage at the airport	Payment card details: (held in accordance with PCI DSS).	Performance of Contract	6.5 years from date of travel
Verifying Boarding Pass	Name, seat, route, baggage, speedy/ fast track boarding (if applicable)	Performance of Contract	6.5 years from date of travel
Verifying ID/passport	Advanced Passenger Information (API): Full name Nationality Gender Type and number of Travel Document with details, Personal image Contained within the Travel Document	Legal Obligation	24 hours from time of flight departure



I'm Onboard my flight

When you are onboard one of our flights, you are able to purchase food, drinks or retail products. To meet our environment and sustainability goals, we provide digital receipts for any purchases made.

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Purchasing an onboard product in person or through the onboard Wi-Fi ('Air-Fi')	Flight number Flight departure date Seat number (for onboard delivery) For home delivery – address and name	Performance of Contract	6.5 years from date of travel.
	For alcohol and other restricted items – age	Legal Obligation	6.5 years from date of travel.
Processing payments for In-Flight Retail	Payment card details (held in accordance with PCI DSS)	Performance of Contract	6.5 years from date of travel.



I'm Onboard my flight

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Generation of a digital receipt via online portal or email	Name, Surname Email address First 6 and Last 4 Digits of payment card number	Performance of Contract	2 years 1 month for warranty reasons
Product refund process	Name, Surname Booking reference Email First 6 and last 4 of payment card number	Performance of Contract	Up to 6.5 years



I'm taking a transfer to my accommodation

When you book a shuttle or taxi service to or from your accommodation via our transfer providers, or easyJet is providing you with a transfer to or from your accommodation, easyJet will provide your contact details to the shuttle or taxi service provider in order to

ensure you are picked up at the right place at the right time. Any special assistance you require, such as an adapted transfer, will also be shared with the transfer provider in order to organise the correct vehicle for you.

Process	Personal Data	Lawful Basis	Retention
Taking a transfer to your accommodation	Name Flight details Contact number Any special assistance required	Performance of Contract	6.5 years from date of travel



I'm at my Accommodation

Where you have booked an easyJet holiday, we will share some Personal Data with your accommodation provider in order to manage your booking and any special assistance you may require.

Any details relating to your stay, including purchases in your accommodation, excursions you book and special assistance you require (for example dietary requirements or other mobility requirements) will be managed by the accommodation provider who will be

the Data Controller of your Personal Data. For further information about how the accommodation provider processes your Personal Data, please see their privacy notice.

During your easyJet holiday you are able to contact easyJet for any assistance you require in relation to your travel. We will use your Personal Data to support any assistance requests you make.

Process	Personal Data	Lawful Basis	Retention
Managing your accommodation and special assistance	Name, contact details, flight details, any special assistance you may require	Performance of Contract	6.5 years from date of travel



I'm at my Accommodation

Process	Personal Data	Lawful Basis	Retention
Customer Services	Contact details (social media ID, Email address, telephone number) Notes on communication Booking reference Flight itinerary Holiday itinerary Passenger name (if different from the booker)	Performance of Contract	6.5 years from date of travel



After my Booking

We may contact you to participate in customer feedback in relation to your travel or general market research which may include surveys, interviews, and other forms of engagement. These are conducted through our partners and are entirely voluntary to participate in. More information about what Personal Data may be collected as part of this engagement will be provided in the invitation to participate.

Separate to our normal customer research, we also have an easyJet research community which you may be invited to join. This is also voluntary to participate in and you can decide to leave the community at any time by notifying us.



After my Booking

Process	Personal Data	Lawful Basis	Retention
Invitation to surveys and research activities	Name Email address Booking history	Legitimate interests - Improving easyJet's products and services and understanding Our customers.	6.5 years
Participation in surveys and research activities	Country of residence Flight number Booking reference Customer interaction/ Feedback rating	Consent	6.5 years
Invitation to easyJet's Research Community	Name Email address	Legitimate interests - Improving easyJet's products and services and understanding Our customers.	6.5 years
Participation in easyJet's Research Community	Account information Flight history Customer interaction/ Feedback rating	Consent	6.5 years



My travel didn't go to plan

Sometimes you may choose to cancel your travel or your travel may not go to plan. When that happens, we collect Personal Data about you to support our processes, such as:

- > travel disruption;
- > cancellation;
- > lost luggage;
- > serious illness or family bereavement;
- > incident management;
- > disruptive passenger; and
- > claims

Where you have a flight and/or holiday disruption, such as a delay or cancellation, we use your Personal Data to support you in rebooking, changing or refunding your

travel where appropriate. In some circumstances, you may be entitled to compensation. Where you make a compensation claim we collect Personal Data to support your claim request.

For some of these processes we use automated technology which may be assisted by Artificial Intelligence, in order to assess your eligibility. Before any decision is made which may have a legal effect on you, it will be reviewed by a person working on behalf of easyJet.

Where an incident has occurred in relation to your travel, including where a customer has been disruptive, denied boarding or access to accommodation, or been involved in a medical incident, we collect Personal Data to complete a safety report to meet our legal obligations.



My travel didn't go to plan

In some circumstances, and in accordance with our terms and conditions/booking conditions, a customer may be banned from travelling with easyJet under our Disruptive Passenger Policy. Where this happens you will be notified of the reasons for being banned and given the opportunity to appeal the decision. easyJet

will also use Personal Data to maintain a list of people who have been banned from flying with us.

If you make a flight refund claim under our 'Cancellations Due to Serious Illness or Family Bereavement Policy', we will collect some limited Special Category Data to process your request.

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Disruption communications	Booking details Contact details	Legal Obligation	6.5 years from date of travel
Delays or Cancellations	Booking details Contact details Any electives as a result of your delay such as: alternative flight, hotels, food vouchers.	Legal Obligation	6.5 years from date of travel



My travel didn't go to plan

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
EU-261 Claims	Full name Booking details Contact details EU-261 form Details of your claim Supporting documentation	Legal Obligation	6.5 years from date of claim
Liability insurance claims	Full name Booking details Contact details Details of your claim Supporting documentation	Legal Obligation	6.5 years from date of claim



My travel didn't go to plan

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Traveler lost and damaged bag and items claims	Full name Booking details Contact details Details of your claim Supporting documentation	Legal Obligation	6.5 years from date of claim
Other legal claims	Full name Booking details Contact details Details of your claim Supporting documentation	Legal Obligation	10 years from date of settlement/judgment/order (digital copies)
Payment of claims (Monetary)	Bank account holder name, bank account number, sort code, bank transfer record, cheque payment record if applicable	Legal Obligation	90 days after the claim has been closed due to being settled, refused or no activity.



My travel didn't go to plan

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Response to claims (Vouchers)	Initials Voucher amount	Consent	The voucher will be stored for 12 months from the date of issuing or of any extension of the voucher.
Refund	Bank account holder name, bank account number, sort code, bank transfer record, cheque payment record if applicable	Legal Obligation	6.5 years from date of refund



My travel didn't go to plan

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Booking cancellation by easyJet under our terms and conditions/ booking conditions (e.g. due to disruptive behaviour)	Name, Surname, booking details Reason for cancellation	Legitimate Interests - To safely operate our flights and holidays	6.5 years from date of travel
Safety Reports: managing and recording incidents onboard a flight	Name, Surname, contact details, booking details incident description: This may include: 1. Medical reports (if medical incident occurred) 2. Witness statements (if disruptive behaviour) 3. Passport/ID information	Legal obligations	6.5 years from date of travel



My travel didn't go to plan

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Safety Reports: managing and recording incidents at a destination	Name, Surname, contact details, booking details incident description: This may include: <ol style="list-style-type: none">1. Medical reports (if medical incident occurred)2. Witness statements (if disruptive behaviour)3. Passport/ID information	Legal obligations	6.5 years from date of travel



My travel didn't go to plan

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Handover reports on flight. Events include but not limited to: missed flight, denied boarding, and disruptive passenger	Operations control center handover report. This can include: 1. Description of passengers 2. Issues with airports around fulfilling Special Assistance requests for passengers with restricted mobility.	Legal obligations	6.5 years from date of travel
Reports on denied access to accommodation/ disruptive customer	Customer names, incident records: (accommodation details, date of incident, date of arrival, booking link, event description, ages) Impact on the holiday, Details of incident	Legal obligations	6.5 years from date of travel



My travel didn't go to plan

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Management and administration of easyJet's Disruptive Passenger Assessment Process	Name, Date of birth, Passport details, Description of reason for the travel ban	Legitimate Interests – To ensure the safety of our customers, members of staff and our operations	Incident Review: 3 months if no further evidence is given by crew member. Disruptive Passenger travel ban: 1 month rolling until ban has been lifted.
Claiming a Serious Illness refund	Name, Surname, Contact details (guardians and doctors) Flight details, the fact you have a serious or terminal illness, Start date of symptoms	Consent	2 months in order to process your claim.



Loyalty, Benefits and Promotions

Flight Club is easyJet's loyalty scheme which is free and provides benefits to some customers. This is based on how much you travel with us. If you are a Flight Club member we maintain details of your flight club membership on your easyJet account.

easyJet Plus is a subscription-based service that provides our customers with a host of benefits for an annual fee. If you are an easyJet Plus member we

maintain an easyJet Plus account to manage your benefits for you.

From time to time we also run promotions and competitions for various prizes and rewards, or work with Partner companies on promotions and competitions. You will be provided with a privacy notice relating to the specific promotion or competition at the time you enter it.

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Invitation to Flight Club	Account information Flight history	Legitimate Interests- To offer an enhanced experience to Our frequent flyers	Until you cancel your flight club membership or are no longer eligible



Loyalty, Benefits and Promotions

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Management of your Flight Club Membership	Account information Flight history Membership status	Legitimate Interests- To provide an enhanced experience to Our frequent flyers	Until you cancel your flight club membership or are no longer eligible
easyJet Plus membership sign-up and management	Name, Surname, contact details including email address, telephone number, postal address Date of birth Membership number Membership status	Performance of contract	Until the customer cancels their easyJet Plus membership



Business Operations and Compliance

In order for easyJet to comply with relevant laws and regulations, including border control and immigration, law enforcement and civil aviation rules, we use your Personal Data to fulfil our legal responsibilities. We will also use your Personal Data to support any complaints and legal claims made against easyJet.

When you book with us, easyJet will send you communications which provide you with details of your booking and any legal requirements, such as passport or ID requirements. We will also send you communications about any changes, delays

or cancellations. These communications support a number of legal obligations easyJet must fulfil. As part of this process we collect information about how you interact with our communications to ensure that we meet our legal obligations, (for example, whether you have opened a cancellation communication).

In the event of any sale of any member of the group or its assets, we may also process your Personal Data to support the sale, including sharing your Personal Data with third parties.



Business Operations and Compliance

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Operational Communications	Name, Email address, Booking reference, Details relevant to legal disclosure	Performance of Contract – Routine notifications about your booking, holiday or flight with Us	6.5 years
		Legal obligation – Notifications for disruption events affecting your holiday or flight with Us	6.5 years
Safety Operations	Customer account information	Legal Obligation	6.5 years
Compliance with laws	Details relevant to legal disclosure	Legal Obligation	Depending on legal requirement
Law Enforcement Requests for Disclosure	Details relevant to legal disclosure	Legal Obligation	Depending on legal requirement



Customer Relationship Management and Insights

easyJet wants to provide you with the best travel experience at the most affordable price. As such, we are keen to understand where you want to travel to, what products and services you may want from us and what would make your travel experience with us better.

As part of understanding our customers better, the easyJet group create a customer profile for you which is based on:

- > Contact details;
- > travel history (including which routes and destinations you are interested in);
- > purchase history (including flights, holidays and ancillary purchases);
- > demographic information;
- > customer contact history with easyJet;

- > flight and holiday searches on easyJet's websites (where you are logged into your easyJet account when you search and have also accepted cookies);

This information may be used to group similar customers together (customer segments), so that we can understand the different types of customers who may travel with easyJet.

In some cases, to support our customer insight activities, we may share information with 3rd party data companies, so that we can build our customer segments accurately. Additionally, we may receive Personal Data about our customers from 3rd party data companies to facilitate these activities if they are lawfully able to share that information with us under data protection legislation.



Customer Relationship Management and Insights

We never use or share any Special Category Data, passport or ID, or payment card information as part of our customer insight activities.

We also use a number of privacy enhancing technologies to support our insight work, including the use of pseudonymisation and anonymization to minimise where identifiable Personal Data is used.

Processing Activities/Purposes	Personal Data	Lawful Basis	Retention
Generation and management of our customer profiles	Customer account information: contact details, email, preferences	Legitimate Interests in improving our products and services	6.5 years after a period of booking inactivity or upon request for profile deletion
Customer insight activities	Travel history, purchase history including total spend, demographic information, customer contact history, flight and holiday searches, customer engagement events, survey responses, online activities across the website and social media channels	Legitimate Interests in improving our products and services Consent for personalisation and advertising cookies	6.5 years after a period of booking inactivity or upon request for profile deletion



Customer Communications and Marketing

To support the marketing activities of the easyJet group, your customer profile may also be used to personalise our communications to you, where you have agreed to receive marketing from us.

We use your customer profile to understand which of our products, services and offers you may be interested in receiving information about.

In some cases, to support our marketing and communications activities, we may share information with 3rd party data companies, to ensure the accuracy of our customer profiles. We may also receive personal data about our customers from 3rd party data companies to improve our customer profiles if the data company is lawfully able to share that information with us under data protection legislation.

We also collect information about how you interact with our marketing communications, such as whether you have opened a communication or not.

You can unsubscribe from receiving marketing at any time by clicking an unsubscribe button at the bottom of the marketing email, or alternatively you can manage your preferences by logging into your account. If you use our easyJet app you can manage your pop-up notification in the communication settings of your easyJet app account. If you would like to exercise your right to object to marketing, please see the section on 'Your Data Protection Rights' for further details.



Customer Communications and Marketing

Processing Activities/ Purposes	Personal Data	Lawful Basis	Retention
Storing your marketing consent	Your Marketing consent	Legal obligation	While your account is open, or after period of inactivity of 3 years
Personalised marketing communications	Customer profile information (see above)	Marketing consent and cookie consent	6.5 years
Personalisation of marketing communications based on online activities Example: abandoned basket	Personal Data held under your customer profile (see customer insights) and Personal Data collected with the use of Cookies	Marketing consent and cookie consent	6.5 years
Personalisation of online advertisements	Personal Data held under your customer profile (see customer insights) and Personal Data collected with the use of Cookies	Consent (Cookie consent)	Cookie consent valid for 2 years unless you withdraw the consent



Automated Processing and Artificial Intelligence

Ensuring the efficient operation of our flights and holidays and keeping you safe while you travel with us is our main priority.

As part of these activities we use Personal Data to support, continuously improve and optimise our business operations. This may include processing Personal Data as part of the training, testing and use of technology which mimics intelligent human behaviour (Artificial Intelligence /AI), in order to automate our business processes.

For example, we automate some processes relating to refunds for Air Passenger Duty and disruption claims. We also use large language model/generative AI to support our customer service processes, including to

help us analyse and generate responses to customer communications and to review eligibility for some expenses claims made to us where a flight has been disrupted. easyJet automates these processes under our legitimate interests to respond to your queries as quickly as possible.

In the event any automated decision reached by our use of AI technology has a legal or significant effect on our customers, it will be reviewed by an individual working on behalf of easyJet.

For more information about specific processes which are automated, please see the sections above which describe your journey with us in more detail.



HOW LONG DO WE RETAIN YOUR PERSONAL DATA FOR?

When you travel with us we hold your Advanced Passenger Information, such as passport or ID information for 24 hours from the time of your flight departing. This is to meet the border control/immigration requirements of the country you are travelling to.

For most other Personal Data relating to your travel, including your flight or holiday information, we hold this information for 6.5 years post your travel in order to respond to any legal claims in relation to your travel. In some jurisdictions we may need to hold your travel history for longer to meet local statutory limitation periods for bringing legal claims.

Your easyJet account will remain open while you are continuing to book travel, but will be routinely deleted if there is a 6.5 year period of inactivity from the date of your last flight. If you choose to close or delete your account, this will occur 6.5 years from the date of your last flight on that account.

For more information about specific retention periods applicable to your travel experience with easyJet, please see the section above 'How Do We Process Your Personal Data?'.



HOW DO WE PROTECT YOUR PERSONAL DATA?

We are committed to protecting the Personal Data we hold about you by taking appropriate technical and organisational measures against unauthorised, unlawful, or accidental access, loss, destruction, or damage of such Personal Data. We are constantly taking steps to improve in the field of Information Security as the sector itself is constantly changing as well.

To help us to better protect your data there are some simple things you can do to help. It is important that you always keep your booking information, personal passwords and easyJet account details safe and secure to prevent any unauthorised access to your booking details and easyJet account:

- > Choose a strong password when creating your easyJet account. Make sure its unique to this account and that do not share it with anyone. If you suspect your password has been used unlawfully or accidentally used by someone else, you should change it immediately,
- > Try not to use the same password for more than one account. This will increase the risk of your data being compromised.

If you receive an email or text from 'easyJet' that you think is suspicious or fraudulent, don't respond or click on any of the links. Examples might be:

- > A booking referral that you are not aware of,
- > An email you have received from what may be an easyJet email but is not legitimate,
- > A communication relating to free easyJet flights.



WHO DO WE SHARE YOUR PERSONAL DATA WITH?

Your Personal Data will be shared within easyJet in order to support operational, safety and legal requirements. It will also be shared within easyJet in order to manage our relationship with you, including customer insight and marketing activities.

We also share your Personal Data, including passport information, with government agencies to support operational and legal requirements. For example, your Advanced Passenger Information will be shared with Border Control Authorities to meet the immigration requirements of the countries we fly to and may be shared with Passenger Information Units (agencies designated by EU government's to receive passenger information for law enforcement purposes), depending on

the route you are flying and other law enforcement agencies.

We share some of your Personal Data with third party suppliers who work on our behalf to support your travel. We also work with a number of trusted travel partners to provide you with some of the products and services which enhance your travel (for example, insurance, car rentals, lounge access). We share Personal Data with our travel partners in order to support the products or services you have purchased and to calculate any commissions.

At easyJet, we carefully select our suppliers and travel partners and require that they comply with high security standards for the protection of your Personal Data.

Learn more about who we may share your Personal Data with

Suppliers Providing Services to us

Airports and Ground Handlers

Destination Management Companies and Accommodation Providers

Government Agencies

Travel Intermediaries

Credit and Debit Card Companies

Fraud Prevention Companies

Travel Partners

Suppliers providing services to us

We share your Personal Data with the companies who support our key customer services processes (contact centres) IT systems, inflight retail and disruption management processes. These are to fulfil your bookings with us and to ensure easyJet can run our operations.

Airports and Ground Handlers

For all of the destinations we travel to we contract with airports and ground handlers to provide necessary services such as luggage, check-in and Special Assistance.

Destination Management Companies (DMCs) and Accommodation Providers

For any easyJet holiday we may partner with destination management companies to provide in-country support for your holiday arrangements and with accommodation providers.

Government Agencies

We share relevant information with government agencies when this is necessary to get you to your destination or is required by law.

For example, for specific travel routes we are required by law to provide Border Control agencies and Passenger Information Units with information that relates to your travel documents and to your travel itinerary.

In some circumstances, we may also be required to disclose part of your Personal Data to the UK Civil Aviation Authority (“CAA”) or other national CAAs, for the purposes of ensuring compliance with and the enforcement of CAA rules, ATOL requirements or for other regulatory purposes.

In addition to the categories of parties listed above, we may disclose your Personal Data when this is required by the law of any jurisdiction to which easyJet may be subject.

Travel agents or other companies through which you book your easyJet flights

Where you book an easyJet flight or holiday via a travel intermediary (such as a travel agent/travel company), they will be responsible for managing your easyJet booking. However, we may share details of your booking with the travel intermediary in order to facilitate your booking and travel.

The travel intermediary’s terms and conditions and privacy notice will apply to your booking and will provide further details on how your Personal Data is shared with easyJet.

Credit and debit card companies

easyJet shares some of your Personal Data, which includes information about your method of payment, flight booking and in some cases passenger names, to the credit or debit card company that issued the card you used to make your booking.

Fraud prevention agencies

In order to ensure the security of your transactions and prevent or detect fraudulent transactions, we may also share your information with our fraud screening partners.

Travel partners

easyJet works with a number of partners in order to provide you with services which will enhance your travel experience with us. These include services such, as but not limited to:

- > Transfers and taxi arrangements
- > Car rentals
- > Travel insurance
- > Hotels
- > Parking
- > Airport lounges
- > Train travel
- > Tours

Where you purchase a product or service from our travel partners or choose to search for a product or service with them, we share some of your Personal Data with them in order to facilitate the purchase of their products and/or services and to calculate commission.

The travel partner's terms and conditions and privacy notice will apply to your purchase and will provide further details on how your Personal Data is shared with easyJet.

International Transfers

Most of easyJet's customer Personal Data are collected and processed by easyJet within the United Kingdom, where easyJet is headquartered or within the European Union where we operate.

However, some of our suppliers may be located outside the U.K or European Economic Area (EEA being the being the European Union and Iceland, Liechtenstein and Norway) and may have access to your Personal Data in order to support easyJet's business operations.

Where your Personal Data are transferred outside of the UK/EEA, we require that one of the following appropriate safeguards is in place, in accordance with data protection laws:

- > there is a decision by the UK Secretary of State for Digital, Culture, Media and Sport and/or the European Commission that the country to which our customers' data is transferred provides an adequate level of data protection; or
- > in the absence of such decision, the contracts that we have in place with these suppliers include the European Commission's Standard Contractual Clauses and the UK International Data Transfer Agreement (IDTA).



WHAT ARE YOUR DATA PROTECTION RIGHTS?

Data protection laws give you specific rights in relation to your Personal Data and we want to make it easy for you to exercise these rights. You can make a rights request via easyJet's online privacy notice which is available at (www.easyJet.com)

Find more information about your rights and how you can contact us and make a request in relation to them

The Right to be Informed and have Access

The Right to Data Portability

The Right to Data Rectification

The Right to Erasure

The Right to Restrict Processing

The Right to Object

The Right to Withdraw Consent

Rights in Relation to Automated Decision Making and Profiling

The Right to be Informed and have Access

You are entitled to know whether we hold your Personal Data and if so, receive a copy of your Personal Data.

The Right to Data Portability

You have the right to receive some of your Personal Data in a portable and reusable format.

Your right to data portability only applies to your flight and holiday history. Here is an example of the Personal Data you could receive if you send us a data portability request:

Booking reference	Date	Flight No.	Origin	Destination	Currency	Price	Seat No.
FG123H	23/12/2016	EZY123	LTN	LIS	GBP	25.99	9B

The Right to Rectification

If you believe that we hold incorrect or incomplete information about you, please let us know and we will aim to correct it. Most of the time, you will be able to correct and update your information through your easyJet online account.

If this is not possible, you can make a rectification request via easyJet's online privacy notice which is available at (www.easyJet.com)

The Right to Erasure

The majority of the Personal Data we collect about you is to meet easyJet's legal obligations or to fulfil our contract with you when you travel with us. As such, most of the Personal Data we hold about you will need to be retained in line with our stated retention periods in order to fulfil these obligations.

Where we rely on consent to process your Personal Data or use it for direct marketing purposes, you can request that we delete your Personal Data.

Where we rely on legitimate interests to process your Personal Data you can also make a request to delete your Personal Data and we will review this.

The Right to Restrict Processing

In certain circumstances, you may ask that we continue to store your Personal Data but not use it. For example, if you consider that we hold Personal Data relating to you that you may need for legal purposes, you can request us to not delete this information.

The Right to Object

Where you believe you have reasons to object to the use of your Personal Data, for example, where our use is based legitimate interests, you can make an Objection Request and provide us with the details of why you believe easyJet should stop using your Personal Data for a particular activity.

Whenever we rely on legitimate interests, we have undertaken a thorough assessment of the processing activity and have balanced our business interests against your rights and freedoms, as well as ensuring we have minimised the use of your Personal Data.

If you would like to unsubscribe from marketing you can unsubscribe at any time by clicking an unsubscribe button at the bottom of the marketing email, or alternatively you can manage your preferences by logging into your account. If you use our easyJet app you can manage your pop-up notification in the communication settings of your easyJet app account.

The Right to Revoke Consent

Where we process your Personal Data based on your consent, you can withdraw your consent at any time by contacting the easyJet data protection team at data.protection@easyJet.com.

This does not affect the legality of any processing carried out before you withdrew your consent.

The Right not to be subject to a decision based solely on automated processing

You are also able to object to any easyJet decision based solely on automated processing.

Data Rights Request Form

Our data rights request **form**, which is available on easyJet's website (www.easyJet.com) makes it easier for you to make a rights request and for us to locate your information quickly. To make a request you will need to provide the following information:

- > Your full name,
- > A description of the Personal Data that relates to your rights request. An accurate description of your request will save you time and effort and will allow us to focus our searches on what you need and quickly reply to you,
- > All email addresses you have used to book or communicate with us, even if you no longer use these,
- > Other information that may help us locate your Personal Data (e.g. your booking references or date ranges),
- > For the protection of your Personal Data, we will also need to verify your identity, so make sure you upload in the form a copy of your current and valid photo ID (e.g. passport page).

If you submit a request on behalf of another person, we will need to ensure that this person has authorised you to make this request and receive their Personal Data. To make it easier for you, we have included in our form a simple consent form to ensure that you have the right to submit your request.

After you submit the form, you will receive a confirmation receipt. If we need more information from you to process your request, we will contact you to let you know. If you have provided all the required information, we will process your request as soon as possible within one month, in accordance with the data protection laws.

Please note that our Data Protection team does not deal with requests for invoices. In order to quickly and easily receive invoices of your bookings, please use the easyJet **Contact us form**.



RAISING A CONCERN AND CONTACTING THE DPO

If you have a query about your Personal Data or if you want to raise a concern, you can contact our Data Protection Officer and the Data Protection team via:

data.protection@easyJet.com

We may ask you to verify your identity before we can process your query.

If you are still not satisfied with the way we use your Personal Data and you believe this is not in accordance with data protection laws, you have the right to lodge a complaint with your local data protection authority.

In the UK, the relevant supervisory authority is the **Information Commissioner's Office** (ICO). You can contact the ICO via their web-form at ico.org.uk/concerns/ or call the ICO helpline on **+44 (0)303 123 1113**.

If you are a resident of another EU country and would like to contact your relevant supervisory authority, you can find a list of authorities via: www.edpb.europa.eu/about-edpb/about-edpb/members_en



PRIVACY NOTICE UPDATES

This Privacy Notice replaces any previous privacy notices published on our websites.

We may update this Privacy Notice from time to time to ensure that the information we provide to you is up to date with any change of legislation and/or new business developments and in accordance with the relevant data protection laws. Any new version of this Privacy Notice will be published on our website.

Our Privacy Notice was last updated: **13 November 2023**

Author: **easyJet Data Protection Team**

