Data Protection Statement
The protection of your privacy is an important concern for the Hamburg Airport Group. We, Flughafen Hamburg Konsortial- und Service GmbH & Co. OHG (in the text that follows, “Hamburg Airport” or “we”), as a company within the Hamburg Airport Group (in the text that follows, “Hamburg Airport Group”), want you to know what data we save, when we save that data, and how we use that data. In the text that follows, we inform you about how we collect, process and use your personal data when you visit our website (in the text that follow, “Website”).

I. Responsibility / Contact / Data Protection Officer
The responsible office for the gathering, processing and usage of personal data in the sense of the General Data Protection Regulation (GDPR), also service provider in the sense of the German Telemedia Act (TMG), is:

Flughafen Hamburg Konsortial- und Service GmbH & Co. OHG, Flughafenstrasse 1 – 3, D-22335 Hamburg, Germany.

With this Data Protection Statement, we therefore fulfil our information obligations arising from GDPR Articles 12 – 14 and Art. 13 Para. 1 of TMG, relating to the nature, scope and purpose of the processing of personal data.

If you wish to view or update your personal data or have questions about data protection on our website, please contact us by sending an email to datenschutz@ham.airport.de or by post at the address above. Our data protection officer can also be reached via datenschutz@ham.airport.de

II. Specifics of information requirements
All information relating to an identified or identifiable natural person is considered personal data. A natural person is considered identifiable when this person can be directly or indirectly identified by means of the assignment of name, number, location data, online identity or one or more specific features that express the person's physical, physiological, genetic, psychological, commercial, cultural or social identity. This includes, for example, such information as name, postal address, email address, telephone number and also usage data such as your IP address.

Processing refers to any action or sequence of actions relating to personal data, whether performed with or without the assistance of automated processing, such as the gathering, recording, organisation, categorisation, storage, adaption or alteration, selection, retrieval, usage, publication or transmission, distribution or deployment, comparison, linking, limitation, deletion or destruction of data.

III. Data processing functions at parking.hamburg-airport.de
The scope and nature of the collection, processing and use of your personal data depends on whether you use our Website to contact us, use the tools and features provided on the Website, or use the Website purely for informational purposes.

1. Data collection via contact interface
Our Website may be used to contact us via a contact form or via email, to register for the online parking space reservation system, to make a parking space reservation without registering, and to subscribe to a newsletter. Hamburg Airport collects and saves personal data related to the use of these services only when you provide such data on your own initiative. We use such personal data exclusively to fulfil your request or process your enquiry. You are free to decide whether you provide your data to us for these purposes. Wherever the nature of your request or enquiry allows, you may deal with us anonymously or
under a pseudonym. As a fundamental principle, we will only store your data as long as is needed to process your request or enquiry, except where we are entitled or required by law to store the data for a longer period.

The storage of data collected via the various contact interfaces takes place using our Customer Relationship Management (CRM) system. The efficient structuring of our internal data handling procedures gives us a legitimate interest (Lawfulness of Processing, GDPR Art. 6, No. 1f). If you do not wish for your data to be stored, you may object to this form of data storage at any time. In this case, for example, you can simply send an email to us at datenschutz@ham.airport.de. Please be aware, however, that we may then be unable to provide the service you have requested.

In the following paragraphs we inform you about data processing within the context of the contact interfaces provided do you on our website. You may enforce your rights as an affected person in this regard (see Point 6) at any time.

1.1 Enquiries using the contact form or by email

When you make contact with us using one of our contact forms or via email, by clicking or tapping the “Send” button, you consent to us processing your data in order to address the issue you have raised via the contact form (legal basis: GDPR Art. 6 No. 1a). We also have a legitimate interest in processing the data from your enquiry, as we wish to provide our customers and interested parties with good service and we may assume that answering your enquiry is in your interest (legal basis: GDPR Art. 6 No. 1f). Dependent on the individual case, the processes described immediately above include the following personal data:

- Given and family name
- Title
- Email address
- Message in text box (depending on entry)

The personal data shall only be stored for the purpose of processing your enquiry or request and any follow-up questions that may arise. For this purpose, your data may be passed on to other companies with the Hamburg Airport Group in accordance with areas of responsibility. You may revoke your consent at any time. In order to revoke your consent you may, for example, send an appropriate email to datenschutz@ham.airport.de. Without delay, we will then suspend the processing of your data for the purpose of responding to your enquiry and delete your data, except where we are legally entitled or required to continue storing your data.

1.2 Newsletter

The newsletter contains news, advertising, and other information relating to the products and services available at Hamburg Airport. When you register for the newsletter by marking the checkbox, confirming the consent declaration that follows, we collect your email address, title, given and family names (mandatory):

**Declaration of consent**

Yes, I want to receive the Flughafen Hamburg GmbH Newsletter. I agree and consent to Flughafen Hamburg Konsortial- und Service GmbH & Co. oHG passing my email address and any data I have voluntarily provided here to Flughafen hamburg GmbH for this purpose. I agree and consent to both Flughafen Hamburg Konsortial- und Service GmbH & Co. oHG and Flughafen Hamburg GmbH using the information I have provided to send the email
1.2.1. Newsletter distribution by Flughafen Hamburg GmbH

After collection, we pass your data on to Flughafen Hamburg GmbH, which is responsible for the newsletter and organizes its distribution, except where Flughafen Hamburg Konsortial- und Service GmbH & Co. oHG sends its own newsletter (see also Point 1.2.2). Further information on the processing of your data in connection with newsletter distribution by Flughafen Hamburg GmbH may be found in that company's Data Protection Statement, available at [https://www.hamburg-airport.de/en/data_protection.php](https://www.hamburg-airport.de/en/data_protection.php). The legal basis for collecting your data and transferring your data to Flughafen Hamburg GmbH is your consent pursuant to GDPR Art. 6 No. 1a. Newsletter subscription proceeds on the basis of the legally binding double opt-in process. After registration, you will receive a confirmation email at the email address you have provided, in which Flughafen Hamburg GmbH requests that you confirm having subscribed to the newsletter (legal basis: GDPR Art. 6 No. 1f). If you confirm registration, on the basis of this legally valid consent (Lawfulness of Processing, GDPR Art. 6, No. 1a) the newsletter shall then be regularly sent to your email address, and Flughafen Hamburg GmbH shall use the voluntary information provided to personalize and structure the newsletter. If, however, you do not confirm the registration, your registration will automatically be deleted when our experience tells us that we should no longer expect the successful conclusion of the double opt-in process. You may also object to the storage of your data in the intervening period, for example by sending an email to datenschutz@ham.airport.de. Your data will then be deleted.

1.2.2. Newsletter distribution by FHK Flughafen Hamburg Konsortial- und Service GmbH & Co. oHG

Once your consent has been obtained and a user account has been established, a newsletter may also be sent by Flughafen Hamburg Konsortial- und Service GmbH & Co. oHG. The legal basis for collecting your data is your consent pursuant to GDPR Art. 6 No. 1a. Newsletter subscription proceeds on the basis of the legally binding double opt-in process. After registration, you will receive a confirmation email at the email address you have provided, in which we request that you activate your user account and at the same time confirm having subscribed to the newsletter (legal basis: GDPR Art. 6 No. 1f). If you confirm registration, on the basis of this legally valid consent (Lawfulness of Processing, GDPR Art. 6, No. 1a) the newsletter shall then be regularly sent to your email address, and we shall use the voluntary information provided to personalize and structure the newsletter. If, however, you do not confirm your registration within 24 hours, your newsletter subscription will automatically be deleted and your user account changed to a “guest account”. You may also object to the storage of your data in the intervening period, for example by sending an email to datenschutz@ham.airport.de. Your data will then be deleted.

When you have confirmed your email address by confirming your user account, you can manage your newsletter subscription within your account settings. Specifically, you may unsubscribe from the newsletter or subscribe to the newsletter at a later date. Extra confirmation of your email address is not necessary in such cases, as this has already taken place in the process of user account confirmation.

1.3 Registration for online parking space reservation

To simplify the management of your parking space reservations and to make it easier to place subsequent reservations, you may register on our website. As part of the registration process, we collect the following personal data, as can be seen in the data entry fields of the registration form:
Given name
Family name
Email address
Password
Language
Title (voluntary information)
Company (voluntary information)
Billing address

We use your personal data only as needed for the purposes of online parking space reservations.

When you register, your IP address and the time of registration are stored. The legal basis for this processing of personal data for your reservation is GDPR Art. 6 No. 1b.

1.4 Booking your online parking space reservation

In order to process your online parking space reservation, we require the personal data you provide. In addition to the data you have provided when registering, we also require your EC/credit card number or your bank account details for a booking. In order to process payment, we pass your data to our payment service provider, PMTsolutions AG.

We will only use the personal data that you make available in the booking process for the purpose of processing your online parking space reservation.

Our website also allows you to make a parking space reservation without prior registration. In this case, we shall collect the following data:

- Given name
- Family name
- Email address
- Language
- Title (voluntary information)
- Company (voluntary information)
- Billing address
- Payment data

The data collected without registration will be deleted after the booking has been concluded, except where we are legally required to retain the data or we need the data to pursue or protect our legal rights and obligations. In such cases, the data will be deleted as soon as the mandatory retention period has expired or the relevant legal dispute has been resolved.

The legal basis for the processing of personal data for a booking, whether with or without registration, is GDPR Art. 6 No. 1b.

2. Collection via technical tools and features
2.1 Functional purposes

When you use our Website for purely informational purposes, we collect and use the access data that your web browser automatically sends. The data is saved in a so-called log file on the web server. The data relates to the file request by the client, the date and time of the page request, the success or otherwise of the page request, the quantity of data transferred, the web browser type and version you are using, your operating system, the IP address assigned to you by your internet service provider, and the website from which you visited our Website. We require this data for the technical operation of our Website on the web server.
The short-term storage of log files is also expedient to investigate attempted attacks on the web server or any potential misuse. We therefore have a legitimate interest in this data processing, namely providing our service to you on the basis of these technical and organisational requirements (Lawfulness of Processing, GDPR Art. 6, No. 1f). We delete the data once it is no longer needed for this purpose.

2.2 Cookies

The following advertising cookies are used on our Website: Cookies are text files saved in your browser when you visit our Website, gathering information on your use of our Website. This information helps us better understand user needs and the technical behaviour of our Website, as a basis for improving the content, usability and functionality of our Website. Cookies do not damage your computer and do not contain viruses. The cookies used on our Website are primarily so-called session cookies, which are automatically deleted when you close your browser. They establish a so-called Session ID for your browser, enabling us to assign different requests from your browser to a visit to the Website, so that we can see when you return to our Website with your browser. A cookie is also set to store the selected language version of the website. This cookie is automatically deleted after a maximum of 24 hours. The legal basis for the use of these functional cookies is GDPR Art. 6 No. 1f. We have a legitimate interest in providing a functional website which is easy for customers to use. Session cookies are deleted when you log out or close your browser. You have the option of configuring your browser so that these cookies are not saved or are deleted at the end of your visit. Please note you, however, that this may mean that you are unable to make full use of some of the functions of this website.

2.2.1 Web analysis cookies
2.2.1.1 eTracker

The operator of this Website uses the services of etracker GmbH of Hamburg, Germany (www.etracker.com) to analyse usage data. Cookies are used to allow for statistical analysis of the use of the website by visitors and to display usage-related content or advertising. etracker cookies do not contain any information that can be used to identify a user.

The processing and storage of data collected by etracker on behalf of the operator of this Website takes place exclusively in Germany. It is therefore subject to the strict German and European data protection laws and standards. etracker has been independently audited and certified in this regard, and has received the ePrivacyseal, a data protection seal of quality.

The legal basis for this data processing is provided by GDPR Art. 6, No. 1f (legitimate interest). Our legitimate interest is the optimisation of our online service offering and our web presence. As the privacy of our visitors is very important to us, the IP address is anonymised as quickly as possible at etracker, and login and device identifiers are converted at etracker into a unique, but not personally assigned, key. etracker does not use the data in any other way, combine the data with other data, or pass data on to third parties.

You may disallow the data processing described above at any time, insofar as this data processing is linked to an individual person. This action has no negative consequences for you. In order to disallow the future gathering and storage of your data, you may download an opt-out cookie using the following link; this shall have the effect of stopping the gathering and storing of your browser data when you visit the site with this browser in the future:
http://www.etracker.de/privacy?et=t9b26m

This will set an opt-out cookie from eTracker in your browser with the name “cntcookie”. Please do not delete this cookie as long as you wish to disallow the processing of your data. Further information is available in the eTracker data protection provisions:
3. Passing on of data

In addition to the passing on of data for technical reasons, we also have to pass on some data to third parties in association with the usage of tools on our Website; this is done in strict compliance with applicable data protection legislation.

The maintenance and design of our online presence, in both technical and content terms, may make it necessary for external service providers to gain access to personal data (especially IT service providers). In this case, your personal data is only handled in accordance with our express instructions and on the basis of an agreement for order processing pursuant to GDPR Art. 28 whereby the service provider guarantees providing service in accordance with applicable data protection law. Should this result in the passing on of data to a service provider outside of Europe, we guarantee compliance with an appropriate data protection level in accordance with the provisions of GDPR Art. 45ff. The use of professional service providers serves our legitimate interest in providing our services to you professionally and economically (Lawfulness of Processing, GDPR Art. 6, No. 1f). In such cases, we remain responsible for the protection of your data.

Furthermore, we reserve the right to reveal your personal data when we are demonstrably legally obliged to do so or when regulatory authorities and/or law enforcement agencies make a legally correct demand that we do so.

4. Data security

We have taken technical and organisation measures, in the sense of GDPR Art. 32, to protect your data from loss and unauthorised third-party access. We continually evaluate and improve these security measures in line with technological development.

5. Rights of affected persons (information on stored data, correction of data, revocation, blocking, deletion, limitation, transferability) and contact persons

You may obtain information on the scope, origin and recipients of stored data and the purpose of data storage at any time (GDPR Art. 15). You may require the correction of inaccurate data at any time (GDPR Art. 16). You are also entitled to receive a copy of all personal data related to you in a common structured machine-readable format (GDPR Art. 20). You may disallow or revoke the use of your personal data for the future (GDPR Art. 21) and require the partial or complete deletion (GDPR Art. 17), processing limitation or blockage (GDPR Art. 18) of your data. We will examine such a request and comply, insofar as no other legal basis for ongoing data processing exists. You shall be informed of the outcome. Furthermore, you are entitled to lodge a complaint with a supervisory authority, e.g. with the Hamburg Data Protection and Information Freedom Compliance Officers, Klosterwall 6, 20095 Hamburg, if you are of the opinion that the processing of personal data affecting you violates the provisions of the GDPR. As a rule, you are not required to observe a specific format in the exercise of your rights as an affected person. You may, for example, send us an email via datenschutz@ham.airport.de.

6. Updates and changes

We may change or update this Data Protection Statement without notifying you in advance. Please always consult the current version before using our services so that you are aware of any changes or amendments.

Date of issue of Data Protection Statement: July 2018

Annexes: Overview of products and
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<tr>
<th>Advertising company</th>
<th>Advertised products and services</th>
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<tr>
<td>FHK Flughafen Hamburg Konsortial- und Service GmbH &amp; Co. oHG</td>
<td>For Flughafen Hamburg GmbH: lounge bookings, events, merchandise, food &amp; beverage</td>
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<td>and/or</td>
<td>For FHK Flughafen Hamburg Konsortial&amp; Service GmbH &amp; Co. oHG: parking products</td>
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<tr>
<td>Flughafen Hamburg GmbH</td>
<td>For AHS Aviation Handling Services GmbH: information on flights booked, information on airlines,</td>
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<td>Flughafenstrasse 1-3, 22335 Hamburg</td>
<td>aircraft and routes, information on check-in and security checkpoint processing times, information</td>
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<td>on baggage checking and import restrictions, destination weather, other travel information</td>
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<td>For companies offering products and services at Hamburg Airport: restaurants and cafés, flowers</td>
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<td>and souvenirs, books and press items, luggage and travel accessories, groceries, travel, mobility,</td>
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<td>hotels and accommodation, exhibitions, concerts, events and cultural products/services, fashion</td>
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<td>and accessories, cosmetics, health products and perfumes, electronics, duty-free, retail, transport,</td>
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