



Nr.	Item	Explanation
<b>Flight emissions website</b>		
1.	Last update of this record	13.6.2025
2.	Reference number	094
<b>Part 1 – Article 31 Record</b>		
3.	Name and contact details of controller	<b>Controller:</b> European Union Aviation Safety Agency, Konrad-Adenauer-Ufer 3, 50668 Cologne, Germany  <b>Staff member responsible</b> Head of Sustainability Section <a href="mailto:fel@easa.europa.eu">fel@easa.europa.eu</a>
4.	Name and contact details of DPO	<a href="mailto:dpo@easa.europa.eu">dpo@easa.europa.eu</a>
5.	Name and contact details of joint controller (where applicable)	n/a
6.	Name and contact details of processor (where applicable)	<b>Processor</b> Dropsolid NV <a href="mailto:info@dropsolid.com">info@dropsolid.com</a> <a href="https://dropsolid.com/en/privacy-policy">https://dropsolid.com/en/privacy-policy</a>  <b>Sub-Processor</b> <ul style="list-style-type: none"><li>• Twilio Sendgrid: <a href="https://www.twilio.com/en-us/legal/privacy">https://www.twilio.com/en-us/legal/privacy</a></li><li>• Google Cloud: <a href="https://cloud.google.com/privacy/gdpr/">https://cloud.google.com/privacy/gdpr/</a></li><li>• Cloudstar: <a href="https://www.cloudstar.be/">https://www.cloudstar.be/</a></li></ul>



N r.	Item	Explanation
7.	Purpose	<p data-bbox="616 384 943 416"><b>Flight emissions website</b></p> <p data-bbox="616 461 2085 571">Processing of personal data is needed so that users can benefit from visiting the website, subscribing to the newsletter and contacting the flight emissions team. Subscribing to the newsletter and contacting the Agency can only happen after the user accepted the Data Protection Record &amp; Privacy Statement.</p> <p data-bbox="616 619 1935 651"><i>In accordance with Article 8 of the <a href="#">Flight Emission Label Regulation</a> the <b>Flight emissions website will:</b> .</i></p> <ul data-bbox="604 735 2096 1431" style="list-style-type: none"><li data-bbox="604 735 2096 962">(a) provide detailed information on how flight emissions of each flight or set of flights of aircraft operators have been estimated, informing the customer of the method of calculation including all the assumptions in a clear, understandable and concise way, providing explanations of key terms and variables, including examples and illustrations and any background information to facilitate the understanding of the steps taken by the Agency to calculate flight emissions, the data used for such calculation and estimations, and also default values used for the estimation of flight emissions;</li><li data-bbox="604 970 2096 1038">(b) provide information about each estimation of flight emissions and on the issuance and attribution of labels to flights placed in the market;</li><li data-bbox="604 1046 2096 1118">(c) provide information about the reduction of aviation fuels lifecycle emissions resulting from the purchase by aircraft operators of aviation fuels with lower aviation fuel life cycle emissions at a given departure airport;</li><li data-bbox="604 1126 2096 1198">(d) contain a search function allowing customers to search for labels. The search criteria shall be, at least, the departure and arrival airport and, optionally, the aircraft operator;</li><li data-bbox="604 1206 2096 1316">(e) provide a comparison of the labels on the same route against a benchmark to be developed by the Agency based on observed typical performance on the route or comparable routes. Particularly for cases where no aircraft operator was selected in the search function mentioned in point (e), including:<ul data-bbox="645 1326 1935 1394" style="list-style-type: none"><li data-bbox="645 1326 1599 1358">(i) a relative comparison of the flight emissions, expressed in percentage;</li><li data-bbox="645 1366 1935 1394">(ii) a relative comparison of the aviation fuel lifecycle emissions reduction, expressed in percentage;</li></ul></li><li data-bbox="604 1402 2096 1431">(f) present the comparison referred to in letter (e) as a list of aircraft operators in ascending order, placing first the</li></ul>



PERSONAL DATA PROCESSING RECORDS AND COMPLIANCE CHECK LIST	Ref 094 Flight emissions website
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		<p>aircraft operator with the lowest flight emissions or the aircraft operator using the aviation fuels with the lowest average aviation fuels life cycle emissions;</p> <p>(g) show the following information based on the route searched for:</p> <p>(i) the route, measured in kilometres, defined by a departure and arrival airport, and using the full names of both airports, as well as their respective ICAO and IATA codes;</p> <p>(ii) the aircraft operators operating that route;</p> <p>(iii) the average cabin emissions per passenger by each aircraft operator operating that route;</p> <p>(iv) an indication of the aircraft type or types most frequently operated by each aircraft operator operating that route;</p> <p>(v) information to customers on whether a route introduced in the search tool falls outside of the scope of this Regulation and for which no information is available. In such cases, the Agency shall provide a concise explanation of the criteria that need to be fulfilled in order for the route to be listed in the search tool.</p>
Nr.	Item	Explanation
8.	Description of categories of persons whose data EASA processes and list of data categories	<p>Categories of personal data processed:</p> <p><b>Newsletter</b></p> <ul style="list-style-type: none"> <li>• E-mail address</li> <li>• Email open rate and click information</li> </ul> <p><b>Contact form</b></p> <ul style="list-style-type: none"> <li>• First name</li> <li>• Last name</li> <li>• Organisation name</li> <li>• E-mail address</li> </ul> <p><b>Visitors of the flight emissions website, newsletter and contact form</b></p> <ul style="list-style-type: none"> <li>• Technical specifications of the users equipment (User agent and IP are visible in system logs)</li> </ul>



		Type of personal data processed by cookies are documented on the <a href="#">cookie policy page</a> . Which includes which cookies are used, first- or third-party cookies, cookie purposes, type of data collection, duration and how to give and modify consent of cookies.
9.	Time limit for keeping the data	We do not keep your personal information for longer than necessary for the purposes for which we collected it. Website visitors' data are anonymised therefore kept for as long as required for the purpose of improving the website structure.  Each user is able request the deletion of their personal details by contacting <a href="mailto:fel@easa.europa.eu">fel@easa.europa.eu</a>
10.	Recipients of the data	Personal data may be accessed by the EASA Staff directly involved in managing the website (designated administrators) and EASA contractors under the direct supervision of EASA staff.
11.	Are there any transfers of personal data to third countries or international organisations? If so, to which ones and with which safeguards?	Following the subscription to the newsletter or using the contact form, the email address and email notification content will be shared with email dispatch providers for.  The list of sub-processors used for email communications (together with the personal data collected and its purposes) is described in: <a href="#">Twilio Sub-Processors   Twilio</a>
12.	General description of security measures, where possible.	The security of our website and of the data collected is protected by adequate technical and organisational measures. The processor, Dropsolid NV has been certified against the ISO 27001 standards, this is a global standard for information security management that helps organizations protect their data from threats. The data in transit between your client and our website is encrypted using the TLS secure protocol ensuring their confidentiality and integrity.
13.	For more information, including how to exercise your rights to access, rectification, object and data portability (where applicable)	See Privacy statement.



## PRIVACY STATEMENT

### [EASA Flight emissions website] [Ref # 094]

#### What personal data do we collect?

*EASA collects the following personal data from users of its flight emissions website, newsletter and contact form:*

- E-mail address (required)
- First Name
- Last Name
- Organisation name
- Email open rate and click information
- Technical specifications of the users' equipment (User agent and IP are visible in system logs)

Type of personal data processed by cookies are documented on the [cookie policy page](#). Which includes which cookies are used, first- or third-party cookies, cookie purposes, type of data collection, duration and how to give and modify consent of cookies. In the [cookie policy page](#) you can also manage your cookies consent (i.e., change consent, etc.).



We also use social media to communicate our work. For instance, you can watch videos on our YouTube channel and follow links from our website to LinkedIn and Facebook.

To protect your privacy, our social media buttons to connect to those services do not set cookies when our website pages are loaded on your device, however, each social media channel has their own policy on the way they process your personal data when you access their sites. A pop-up window will show any time a YouTube video (or any other social media network) is used by EASA. To open and watch any social media component, you will be informed that by giving consent to continue a third-party service will load within the EASA flight emissions website that might collect personal data for different purposes.

If you have any concerns or questions about their use of your personal data, please make sure you read their privacy policies carefully before using them.

#### **For what purpose do we collect personal data and on which legal basis?**

The flight emissions website is the most important tool for communication with the public and stakeholders on the *flight emissions label*.

Processing of personal data is needed so that users can stay informed via email on key milestones of the *flight emissions programme*. The use of the contact us form allows users to contact EASA for clarification and further information.

The processing of personal data required to enable the subscription to the newsletter and the submission of a contact us form request relies on the data subject's consent (Article 5 (d) of Regulation (EU) 2018/1725) which is explicitly required at the time of subscription or completion of the form. You can withdraw your consent at any time.

#### **Who may receive your personal data?**

Personal data may be accessed by the EASA Staff directly involved in the activities (designated administrators) and EASA contractors under the direct supervision of EASA staff.

#### **How long are your personal data kept?**

We do not keep your personal information for longer than necessary for the purposes for which we collected it, that is for as long the services are activated.

Website visitors data are anonymised therefore kept for as long as required for the purpose described above.



Users of the newsletter can contact us and request the deletion of personal data by contacting [fel@easa.europa.eu](mailto:fel@easa.europa.eu)

### What are your rights?

You have the right to request from EASA access to and rectification or erasure of your personal data or restriction of processing.

EASA should provide information on action taken on a request within one month of receipt of the request. That period may be extended by two further months where necessary, taking into account the complexity and number of the requests.

You also have the right to withdraw at any time your consent for EASA to process your personal data (by contacting the controller at [fel@easa.europa.eu](mailto:fel@easa.europa.eu)). As consequence you will not receive emails any longer as part of the newsletter. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal.

You can also manage your consent with regards to cookies on the [cookie policy page](#) under the section “manage your consent”.

A breach concerning your personal data should be communicated to you under certain circumstances. EASA should also ensure the confidentiality of electronic communications.

### Who is the data controller and how to exercise your rights?

EASA should exercise the tasks of the data controller for the purpose of these processing operations.

To exercise the mentioned rights, you can contact the controller by sending an email to: [fel@easa.europa.eu](mailto:fel@easa.europa.eu)

If you consider your data protection rights have been breached, you can always lodge a complaint with the EASA’s Data Protection Officer: [dpo@easa.europa.eu](mailto:dpo@easa.europa.eu) or with the European Data Protection Supervisor: [edps@edps.europa.eu](mailto:edps@edps.europa.eu).