

MAG GROUP PRIVACY NOTICE

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Overview / Introduction

At MAG Airport Limited, safeguarding your personal information and handling your information in a compliant way is important to us. We understand and respect the importance of guarding your privacy and are committed to protecting your personal information.

This privacy notice covers the way we handle your personal information that we receive from both from yourself and from our trusted third parties, what your rights are and our contact details if you need some additional information or wish to make a complaint.

It informs you about the types of information we collect, why we collect it, what we use it for, what your rights are, including consent, and how to contact us. If you require any further assistance or clarification, contact us or our Data Protection Officer. The contact details are provided at the end of this notice.

WHY DO WE COLLECT YOUR PERSONAL INFORMATION?

We collect your personal information when you engage in certain activities on our websites and at our premises.

AIRPORTS

Booking Car Parking – We collect information such as your name, email address, car registration and some card details. If you have already registered with us, we will only collect your email address and password for us to retrieve your information. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We do not store your full payment card detail as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information for four years after which your information will be deleted.

Booking Lounges (Escape and 1903) – We collect personal information such as your name, email address, contact number, flight details, reason for travel and some card details. If you have already registered with us, we will only collect your email address and password for us to retrieve your information. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We do not store your full payment card details as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information for four years after which your information will be deleted.

Booking Fast Track Security and Passport Control – We collect personal information such as your name, email address, flight details, reason for travel and some card details. If you have already registered with us, we will only collect your email address and password for us to retrieve your information. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We do not store your full payment

card details as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information for four years after which your information will be deleted.

Booking Hotel - We collect personal information such as your name, email address, and some card details. If you select 'Text Message Confirmation', we will collect your mobile phone number. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We do not store your full payment card details as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information for four years after which your information will be deleted.

Booking Holiday & Flights – We collect information such as your name, date of birth, company name, full address, telephone numbers, and some card details. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We do not store your full payment card details as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information for four years after which your information will be deleted.

Booking Runway Visitor Park – We collect your personal information when you book a tour on our Runway area of our Manchester Airport website. This includes booking tours to view Concorde and Nimrod, Flight Academy, Aviation and Transport Festival and Gift Voucher Purchases. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We do not store your full payment card details as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information for four years after which your information will be deleted.

Purchase Vouchers – We collect information such as your name, date of birth, company name, full address, telephone numbers, and some card details. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We do not store your full payment card details as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information four years after which your information will be deleted.

Purchase Travel Money – Our travel money site is run by a third party. Travelex runs the website for Manchester Airport and East Midlands Airport, and Moneycorp runs the travel money section of our Stansted Airport website. Please click [here](#) for

information on how Travelex handles your personal information, and [here](#) for information on how Moneycorp handles your personal information.

[Reserve an Item in the Online Shop](#) – We collect personal information such as your name, email address, contact number, and flight details. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases. We will retain your information for four years after which your information will be deleted.

[Request to Receive Flight Updates](#) - When you request to receive updates on incoming and outgoing flights, we will collect your email address so that we can use it to provide the information as requested. We do not retain your personal information and will delete your email address as soon as the request is completed.

[WiFi](#) – The free WiFi service in our three airports is provided by Virgin Media. When you sign up to use the WiFi in our airports, your personal information is collected by Virgin Media on behalf of the respective airport. We will use your personal information to market our relevant products and services where you have consented for us to do so.

[General Use of Our Websites and Services](#)

We will collect statistics about your use of our services, such as what sections of the website you visit and when you arrive at the airport to check-in at meet & greet. We may also collect information about how our website and services are performing. For example, each time you use our website we may automatically collect the following information:

- technical information, including the type of mobile device you use, a unique device identifier, mobile network information, your mobile operating system, the type of mobile browser you use, time zone setting
- details of your use of our website including, but not limited to, traffic data, location data, weblogs and other communication data and the resources that you access.

[Getting in Contact](#)

We will also collect information about you if you take part in any of our passenger surveys or competitions, sign-up for our newsletter, or otherwise get in touch with us.

[Building A Profile](#)

Where you provide your email address we will be able to link any information you provide us with and other information we collect about you to help us build a profile about you and your interests.

We will use this profile to help improve our services and to keep you informed about promotions, news, features and activities that we think would be of interest, and we

will use your information to make sure we deliver this information to you at the best time, such as when you arrive at the airport, where you have authorised us to do so.

We aim to create a tailored and personal experience for you to be able to self-manage your preferences and how we get in touch with marketing material. To help us with this, in every marketing email we send you can click on a link to provide us with further information about you and your preferences. All this information becomes part of your profile.

CCTV

We also use CCTV at our airports for security reasons and to manage our airports, for example, CCTV footage helps us to monitor queues at our airports. We may share CCTV footage with airlines that operate in the airports for security and monitoring of services and with law enforcement bodies.

Airports Third Parties

Dixons – When you reserve a technology item on our website, we share your personal information with Dixons. This will help them to easily identify your reservation, reserve it and hand it over to you when you arrive at their store in the duty-free area of the airport. If you would like to know how Dixons treats your personal data, please click [here](#).

World Duty Free – When you reserve a World Duty Free item on our website, we share your personal information with World Duty Free. This will help them to easily identify you and provide the required goods and services to you. If you would like to know how World Duty Free handles your personal data, please click [here](#).

ADVAM – When you book or reserve car park, lounges & fast track (passport and security) on our websites, we use ADVAM to manage your booking. Your information which you enter may also be visible to ADVAM. If you would like to know how ADVAM handles your personal data, please click [here](#).

AIMS – We use AIMS to deliver our loyalty and customer experience solutions. When you book a space in any of our lounges, AIMS receives your data. This will help them to handle your lounge bookings and post booking journeys. For an idea of how AIMS handle your personal data, please click [here](#).

Park-IT – We use Park-IT to provide our parking solution. When you book for parking space on our websites, Park-IT receives your data and handles the meet & greet parking bookings and post journey bookings. You can read Park-IT's privacy notice by visiting their website [here](#).

Scheidt & Bachmann (S&B) – When you book for parking space on our websites, S&B receives your data. S&B uses this data to identify you when you arrive at our barriers. For more information on how S&B handles your personal data, please click [here](#).

Vibe – Vibe handles the travel area of our Manchester Airport and East Midlands Airport websites. This includes booking flights, hotels and holidays. Vibe shares the

personal information that they collect about you with us. For more information on how Vibe treats your personal data, please click [here](#).

Virgin Media - Virgin Media WiFi handles our free WiFi service within our three airports. When you sign up to use our free WiFi, Virgin Media has access to the personal information which you use to sign up. For more information on how Virgin Media treats your personal information, please click [here](#).

Other Airport 3rd Parties

KIWI – Kiwi handles the travel bookings on our Stansted Airport website.

Carwash – Manages carwash orders.

Salesforce – Customer Relationship Management (CRM) used by our online services to hold customer details.

Oracle BI (full transaction data) – Used for financial reporting.

Mastercard – Handles our card payment transactions. You can view their privacy notice [here](#).

PayPal – Handles payment transactions. You can view their privacy notice [here](#).

Tracking Customer Behaviour

When you use our websites, we share your anonymized data with our trusted third parties. We use Google Analytics, Google Tag Manager, IGO and Quantserve to track customer behaviour on our websites. HotJar captures web sessions for us to understand customer behaviour.

We also share anonymised data with Facebook and Google. They are encrypted data which Facebook and Google may use to provide tailored services to you whilst you use their websites. For a view of how Facebook and Google use your personal data to match you with the right products and services, please check out their websites.

LOUNGES

Booking UK Lounges – We collect personal information such as your name, email address, contact number, flight details, reason for travel and payment details. If you have already registered with us, we will only collect your email address and password for us to retrieve your information. This information will help us to correctly identify you, use your information to supply you with the products and services and keep records about your purchases.

When you book our UK lounges in Manchester Airport, East Midlands Airport or Stansted Airport, you will be redirected to the respective airport's booking website, where we will collect your personal information. We do not store your full payment card details as your payment is processed by our trusted third-party payment processor via a secure encrypted link. We will retain your information for four years after which your information will be deleted.

Booking USA Lounges – When you book our USA Lounges, in either Bradley International Airport, Minneapolis Saint Paul Airport, Oakland International Airport, or Reno-Tahoe Airport, your booking is managed by our third-party Lounge Buddy. Please visit their website at www.Loungebuddy.com for information on how they handle your personal information.

Contact Us – When you contact us via the contact us section of our www.escapelounges.com website, we collect your email address and full name. The description of your message may also contain some personal information. We will handle your information securely according to the UK Data Protection Law. We will delete your information as soon as a response to your enquiry is sent to you.

How We Use Your Information at our Lounges

We use your information:

- to provide services to you,
- for administrative purposes,
- to improve our services,
- to customize the advertising and content you see,
- to contact you, and
- for internal business purposes.

We may also use your email address to send you information about our company and products and services that might be of interest to you. You can opt-out of receiving future communications from us about special offers and new product information. You can unsubscribe by following instructions contained in the messages you receive. You can also change your marketing preferences by contacting us at support@escapelounges.com.

We may also use anonymous information, such as information pertaining to web or mobile pages you have viewed, in order to analyze trends, track a user's movements, provide a better user experience, and gather demographic information for aggregate use.

Services Provided by Our Partners and Third Parties

We may share your personal information with third parties (such as third-party booking services, brokers and agents) that perform services on our behalf. Third-party service providers may, among other things:

- help you and us book services that you request,
- help us to provide services that you request,
- process your payment,
- prepare and distribute communications, or

- respond to questions.

We may also share your anonymous information with certain third-party service providers, such as Google Analytics, to:

- operate the Service,
- provide general statistics regarding the use of the Service,
- analyze and develop our business strategy,
- determine how you found out about us,
- determine your interests regarding our services,
- help improve our Service,
- create marketing programs for you

HUMAN RESOURCES

What information do we collect?

We hold automated, electronic and manual records about all colleagues and job applicants in our HR databases such as EDM, SuccessFactors, etc. Line managers have access to computerised records held on our HR systems and any information relating to and direct reports within their own team.

Details will include:

- contact names and addresses;
- references obtained during recruitment;
- details of terms of employment;
- payroll, tax and National Insurance information;
- performance information;
- details of grade and job duties;
- health records;
- absence records, including holiday records and self-certification forms;
- details of any disciplinary investigations and proceedings;
- training records;
- correspondence with the Company and other information provided to the Company

Why do we collect your Personal Information?

We collect your personal information through the employment process. This includes, among others, information you provide when you:

Apply for a Job

Creating a New Account - We collect personal information such as your name, email address, and country of residence. This information will help us to set up an account for you and correctly identify you for you to gain access to our recruitment site.

Once access is gained, we collect information such as your education history, language spoken, geographic mobility, and your cv. This information will be used to create a candidate profile for you.

Job Application – We use information already provided when creating a new account and creating a profile. We also collect sensitive information such as your eligibility to work in the United Kingdom, ethnic group and information on your disabilities, if any. Information on eligibility to work in the UK is used to determine whether you can work legally in the UK and information about your age, ethnicity and disability is used to track and satisfy our legal obligations to include and employ a diverse workforce. We will retain your application information for two years. The application is held on for two years and if the account is created and not accessed for two years, your account would be deleted. Alternatively, you can click on ‘Delete Profile’ on the top right bar on the profile page of our job search website. This action will permanently delete the information we hold about you relating to your job search.

Selection and Onboarding

You will be asked to provide personal information during the Selection and Onboarding process. This information can be received as a hard copy document or a soft copy document (via internet or email).

Selection – We receive your personal information when you apply for any job. This may be information you provide when you apply for a job directly to us via our careers website, or when a third party or agent sends your application to us on your behalf. Your information may be passed to our third party, Saville Assessments (for psychometric testing), who would process your personal details only for the intended purpose.

During the selection stage, if you are selected for interview and you are unsuccessful your details will be retained for six months and then deleted. Successful applicants will be offered a job and their details stored within our HR systems throughout employment

Onboarding – During the onboarding stages of a successful applicant, we will share your personal information with various third parties during our post hire and verification checks. These third parties will include previous employers – for employment checks, credit referencing agencies and security clearance agencies. Your information will also be passed to various departments within MAG Group, such as the Security and Pass Office – to create a pass for you to use to access our sites, car park access and the IT department.

During Employment – We will continue to collect your personal information during your employment at MAG Group. This information is collected when you put in

requests, including sick leave details, medical records, subject access requests or where you apply for a promotion or training.

Sensitive Personal Information

This refers to any sensitive information you may voluntarily provide when you send you information to us. This is information relating to an individual's racial or ethnic origins, religious or political opinions, sexuality, trade union membership, health, criminal record or commission of an offence. This information may come from application forms, CVs or be gathered throughout the colleague's employment. We share this information with only relevant parties who are involved directly in the purpose of processing your information.

Disciplinary Warnings

Formal warnings are kept in an individual's personal file, even after the warning has expired, as part of the employment history. However, any 'spent warnings' will not be made available to a manager requesting to view an individual's file. Informal guidance notes are not usually held on personnel files.

Psychometric Questionnaires and Ability Tests

Psychometric information is held for 6 months for unsuccessful candidates, after this time it will be destroyed. Successful candidate's information will be sent to the HRSC with CV and interview notes etc.

Retention of Records

Retention periods will vary depending on the type of data and the purpose for which it's required. As a general principle, personal information will not be kept for longer than is necessary for the intended purpose. Any period set will be based on business need or regulatory reasons.

Please click [here](#) for a list of our Human Resources retention periods.

Human Resources Third Parties

We use several third parties to provide the goods and services that you require. Some of the third parties that we use are:

Launchpad – Video Interviewing Platform

Saville – Candidate Assessments

Job Train – Applicant Tracking System for US

The Clear Company – currently conducting a diversity audit for MAG

Morson International – current provider of all interim staff

LinkedIn – Recruiter Licences and Job Slots

Korn Ferry – Executive Recruitment Services and Candidate / Talent Assessments

MAG PROPERTY

Contacting Us

There are various ways you can contact us.

Email – when you send an email to us at enquiries@magproperty.co.uk, we collect your email address and any other personal information, such as your name, which you may include in your email. We will use this information to correctly identify you and provide you with the needed services per your request. The retention period for information sent or received via email is two years, after which the email would be deleted.

Telephone - When you ring us, we may collect your personal details for us to effectively deal with your enquiry. The data we collect is used solely for the purposes of responded to your enquiry and would be deleted once the enquiry is complete.

Media Enquiries – When you make a media enquiry via email, the personal details you send us will be used solely for the purposes of addressing your query. Our group retention policy for emails is two years, therefore your details will be deleted after two years.

Contact Us Forms – We collect personal information such as name, email address and phone number, among all the other information on the form. We will also collect any additional information which you may include in the comments section of the form. We will use this information to identify you and deal with your enquiry. Once the enquiry is closed, we will retain your information for two years and then delete it.

PLATFORM

Subscribing to Receive Exclusive Vouchers - When you subscribe to receive exclusive vouchers, we will collect your email address. This will help us to send you the vouchers as subscribed. We will retain your personal information for five years when you are subscribed to receiving our vouchers and three years after you unsubscribe.

Subscribing to our Newsletter – When you subscribe to our newsletter, we will collect personal information such as your name and email address. This will help us to send you the newsletters as subscribed. We will retain your personal information for five years when you are subscribed to receiving our newsletters and three years after you unsubscribe.

MAG Property & Platform Third Parties

CBRE - CBRE Group, Inc. act as agents for some MAG Property transactions. They offer facilities, transaction and project management services, property management, appraisal and valuation, property leasing, strategic consulting, property sales, mortgage services and development services. We share your personal information with CBRE Group. Please click [here](#) if you would like to know how they handle your personal information.

Jones Lang LaSalle (JLL) – JLL act as agents for some MAG Property transactions. They offer real estate and investment management services to MAG Property. We share your information with JLL. To find out how JLL handles your personal data, please click [here](#).

Coke Gearing - Coke Gearing act as agents for some MAG Property transactions. Their services to MAG Properties include specialist surveys. They also act as commercial property agents. We share your information with Coke Gearing. Please read their privacy notice [here](#).

Survey Monkey – MAG Property uses Survey Monkey to carry out some research. Survey Monkey will have access to your personal information that you may enter whilst filling out our surveys, if you want to know how Survey Monkey uses your information, please click [here](#).

ISS – ISS delivers our support services, and manages the facilities of some of our MAG Property buildings. We may share your personal information with ISS. Please view their privacy notice [here](#).

Tile Creative – MAG Property work with Tile Creative to share vouchers and upcoming Platform events. You can view their privacy notice by visiting their website [here](#).

Fran Burgess – Our third-party Fran Burgess handles the communications, brand and community strategies for Platform and MAG Property. If you want to know how Fran Burgess handles your personal information, please visit their website <http://franburgess.com/>.

Venn Digital - MAG Property work with Venn Digital to maintain contact with customers who have signed up to receive Airport City newsletters. Please visit their website [here](#) to view their privacy notice.

MANCHESTER TRANSFORMATION PROJECT

Contact Us – When you use our contact us form on our website, we collect information such as your full name, email address, and any other personally identifiable information that you may provide in the message area of the form. This information is received directly into our service inbox. We will use the information

to correctly identify you, deal with and respond to your enquiry. Your information will be retained and deleted after two years.

Newsletter Sign Up – When you register to receive updates or newsletters from us, we collect information such as your full name and email address. This information will be added to our database of subscribers. Your personal information will be retained until you request to be taken off our mailing list. You can do this by clicking “unsubscribe” in any of our emails or by contacting us at the address and the end of this notice.

PlaneTalk App – When you use our PlaneTalk mobile app to participate in our surveys, we collect information such as your email address or phone number if you opt in to receive feedback on surface access to and from Manchester Airport. We will use the information you provide to provide you with information on surface access to and from Manchester Airport.

Sharing Your Personal Data with Third Parties

We do not share your personal information with third parties.

OTHER POINTS OF COLLECTION OF PERSONAL INFORMATION

Use of Noise Complaint Form

We collect information such as your full name, contact details including telephone number and full address, date and time of event relating to the complaint, the type of complaint and description of complaint. The information you provide will help us to correctly investigate your complaint and depending on whether you agreed on receiving a response, we will or will not send a response to you. We will retain your details on our records for five years after which we will then delete them.

Feedback Form

We collect information such as your full name, email address, contact number, full address including postcode, the type of feedback, terminal, the area within the airport which the feedback corresponds and relates to, your comments, date and time of incident, flight number (if known), and a booking reference, if feedback is related to Car Parking, Lounges or Fast Track. The information you provide will help us to correctly identify you and investigate any queries. It will also help us better understand your feedback. We will retain your details on our records for three years after which we will delete your information.

MEDIA CENTRE

We collect information from our interaction with the public. This can be via various media interactions such as Social Media, Community Relations, Outreach Sessions and General Correspondences.

Social Media – We use social media such as Twitter, Facebook and Instagram to interact with our customers. When we receive queries on these social media

platforms, we may collect your personal information for us to correctly identify you and deal with your query. All the personal information collected will depend on the information that you provide us. On a few occasions, we may request for further information to help us deal with your query.

Our social media platform is managed through our trusted third party, Sprout Social. This third-party platform is a single hub for social media publishing, analytics and engagement across all our social profiles. Sprout Social will be able to view all the personal information that you send to us.

We also use Social Studio to monitor our digital activity, and Dark Social to analyse the traffic that comes from private social channels such as email and messenger apps.

We retain your information for two years and then delete it after the retention period has passed. For information on how your personal information is handled by the social media sites and Sprout Social, please contact them directly. Please check the third-party section of this privacy notice for a full list of all our third parties.

Community Relations – This includes correspondences such as complaints and feedback, which are received via our email inbox. The amount of information collected depends on what you send to us. We may request further information if the information given to us by you isn't enough to deal with your query. We will use the information collected to identify you and help us to resolve your query. We retain information collected via email for two years, after which the email is deleted from our servers.

Outreach Sessions – We organise outreach sessions in public places such as libraries and schools to relay information to the public and collect information from the general public. Occasionally we collect personally identifiable information from members of the public who have specific enquiries which can only be resolved in our offices. The information collected will help us to investigate and or resolve your query. The information collected will be retained and deleted after two years.

General Correspondence – We may receive your personal information from any member of public who may be enquiring about an issue or incident which you may have been involved in. For example, a member of parliament may send us an enquiry relating to a member of his/her constituency. This letter may include the personally identifiable information of the person in question. The information collected will be processed for the purposes of responding to the query. If the query is received via email, the email data will be deleted two years after the date it was received. Paper requests or correspondences which contain your personal information shall be securely disposed of after three years.

YOUR RIGHTS

The General Data Protection Regulation gives you certain rights relating to the personal data that is processed by Manchester Airport Group. Find below the list of rights and what they mean. If you wish to exercise any of these rights, please contact our Data Protection Officer at our address below, or alternatively you can send an email to DPO@magairports.com. You

will receive an acknowledgement within three working days of sending your request and a full response within twenty-eight days of receiving all the relevant information required to handle your request.

Right of Access – You have the right to access all the personal information and supplementary information that we hold about you. This will allow you to be aware of and verify the lawfulness of us processing your information. We would respond to your subject access request within twenty-eight days. Please use this form [here](#) or contact our Data Protection Officer at the address at the end of this notice, if you wish to make a subject access request.

Right to Rectify – You have the right to request for your inaccurate personal information to be rectified or completed if it is incomplete.

Right to Erasure – We automatically delete your information from our records when the retention period has lapsed. Prior to us automatically deleting your information, you have the right to request for your information to be deleted and have your personal information erased from our records, if there is no compelling reason for us to hold your information.

Right to Restrict Processing - You have the right to object to the processing of your information if it causes unwarranted and substantial damage or distress. If it does, you have the right to require us to stop (or not to begin) the processing in question. This right does not automatically trigger the right to erasure. You will have to request for your information to be fully deleted from our records if you wish to exercise your right to erasure.

Right to Data Portability – You have the right to obtain and reuse your personal information which we hold. This will allow you to move, copy or transfer personal information easily from one IT environment to another in a safe and secure way.

Right to Object – You have the right to object to us using your personal information for direct marketing and profiling. This right can be exercised at any point in time, whether at the point where we collect your personal information, or after we already have already collected your personal information. If you want to object to us processing your personal information, please contact the Data Protection Officer at our address at the end of this notice. Alternatively, you can also exercise the right at any time by clicking ‘unsubscribe’ in any marketing email.

Right to Lodge a Complaint – You have the right to lodge a complaint with the Information Commissioner’s Office [here](#), if you feel that our processing of your personal information infringes on your rights per the requirements of the UK Data Protection Law. We advise that you contact our Data Protection Officer at our address at the end of this notice to attempt to resolve it before escalating your complaint to the regulators.

Right to Withdraw Consent – You have the right to withdraw your consent at any time. Your withdrawal of consent shall not affect the lawfulness of processing of your data before the withdrawal. You can withdraw consent by contacting our Data Protection Officer at the address below, or alternatively, you can click ‘unsubscribe’ in any marketing email to withdraw consent in relation to marketing.

SECURITY AND DATA STORAGE

All the personal information we collect about you is stored by us or our service providers on our behalf. We transfer your personal information outside the EEA only when necessary. We take steps to ensure your personal information is treated securely and in accordance with this privacy policy. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

To provide you with the products and services and our website, we may need to store or transfer your personal information to countries outside the European Economic Area. Our list of third parties who may receive your personal information can be found [here](#).

THE CALIFORNIA CONSUMER PRIVACY ACT (CCPA)

At MAG US, safeguarding your personal information and handling your information in a compliant way is important to us. We understand and respect the importance of guarding your privacy and are committed to protecting your personal information.

Through our Car Parking, Escape Lounges and WIFI, MAG US collect the following categories of data: Identifiers, Commercial information and Internet Activity.

The purpose of collecting this information is:

- To fulfill or meet the reason you provided the information. For example, if you provide your personal information to purchase a product or service, we will use that information to process your payment and facilitate delivery. We may also save your information to facilitate new product orders or process returns.
- To provide, support, personalize, and develop our websites, products, marketing and services.
- To create, maintain, customize and secure your account with us.
- To process your requests, purchases and transactions.
- To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.

The California Consumer Protection Act gives you certain rights relating to the personal data that is processed by MAG US and MAG Airport Limited.

If you wish to exercise any of these rights, please contact our Data Protection Officer at to DPO@magairports.com or toll free at 800.803.0732. You will receive an acknowledgement within three working days of sending your request and a full response within forty-five days of receiving all the relevant information required to handle your request. Please note that your request will be handled by MAG Airport Limited who reside in the UK.

Right of Disclosure – You have the right to disclosure of all of the personal information and supplementary information that we hold about you. This will allow you to be aware of and verify the lawfulness of us processing your information.

Right to Erasure – You have the right to request for your information to be deleted and have your personal information erased from our records, if there is no compelling reason for us to hold your information.

Right to Object – You have the right to object to us selling your personal information for the use of marketing or analytics. This right can be exercised at any point in time, whether at the point where we collect your personal information, or after we already have already collected your personal information.

COOKIES

We use cookies to help us better understand user behaviour, tell us which parts of our websites people have visited, and facilitate and measure the effectiveness of advertisements and web searches. For more information about our cookies policy, please click [here](#).

DATA PROTECTION OFFICER

Our Data Protection Office is located at our Head Office, Olympic House, Manchester Airport, Manchester, M90 1QX. If you wish to contact our data protection officer regarding the information in this privacy notice, or any query relating to your personal information, please contact her at:

Charlotte Lewendon
Data Protection Officer
Manchester Airports Group (MAG)
Olympic House
3rd Floor
Manchester Airport
M90 1QX
E: DPO@magairports.com

Or alternatively you can get in touch with us via the feedback area [here](#) on our website.

CHANGES TO THIS PRIVACY NOTICE

We may change our privacy notice at any time and without notice, so we recommend that you visit this page occasionally to check what has changed. This policy was last updated in December 2019 and will be updated in December 2020.

CONTACT DETAILS

Manchester Airport Group
Olympic House
Manchester Airport
Manchester
M90 1QX