

## Privacy Statement for the request of Amadeus compliance reports and certificates

Last updated: 23<sup>rd</sup> of June, 2022

<a href="#"><u>Data Controller</u></a>	AMADEUS IT GROUP, S.A (Amadeus)
<a href="#"><u>Purpose of Personal Information Processing</u></a>	Amadeus is collecting the details to identify the requestor as a valid recipient of the certificates/reports and keep track of the requests.
<a href="#"><u>Legal Grounds for Processing</u></a>	Consent.
<a href="#"><u>Recipients of the Personal Information</u></a>	Amadeus Group Companies and third-party service providers (providing IT services).
<a href="#"><u>Data subject's rights</u></a>	<p>You have the right to access, rectification, erasure, to object to and/or to restrict processing of personal information and the right to lodge a complaint with a supervisory authority.</p> <p>You may exercise your rights via e-mail: <a href="mailto:dataprotection@amadeus.com">dataprotection@amadeus.com</a> or by sending your request to our registered office: Calle Salvador de Madariaga, 1, 28027 Madrid, Spain.</p>

### Introduction

The IT Compliance Reports and Certificates distribution tool is designed to automatically receive request from customers to then deliver the different IT Compliance Reports and Certificates that we in Amdeus, as

a service provider, produce in order to give confidence to our customers about our IT internal control environment.

Amadeus is committed to protecting the privacy of Personal Data it collects and processes. Amadeus will act in compliance with applicable data protection legislation. We, Amadeus want you to be familiar with how we collect, use and disclose Personal Data (information that identifies you as an individual).

### Who is collecting and processing the Personal Data?

Amadeus is collecting and processing Personal Data through the use of this IT Compliance Reports and Certificates tool.

### What Personal Information do we collect ?

Amadeus collects and processes information from during your use of IT Compliance Reports and Certificates tool. The types of Personal Information that we collect and process may include:

- a. Personal Information, this may include Name, address and contact details such as email address, role, company and company address.

### For what purpose is your Personal Data used, and what is the legal basis for the processing of the Personal Data?

The Personal Data is registered with the intention of knowing the customer who is requesting the IT Compliance Reports and Certificates to then assess whether they are entitled to receive the selected documents. Without the details gathered we cannot deliver the documentation to the customers.

Amadeus will keep these Personal Data to keep track of the requests and support the commercial relationship with the Customer.

Legal ground for processing your Personal Data is your consent when requesting the Reports and Certificates.

### Who is the Personal Information shared with?

As a global organization with global IT systems, Personal Data collected by Amadeus from you may be transferred to, stored and shared with Amadeus Group Companies and third parties, some of whom may be located in countries (outside the EEA) not offering an adequate level of protection, for the following types of purposes:

- performance and control of global policies and procedures;
- centralized tasks of performance and control of the customer relationship;

- performance of functional and technical support and group administration, etc.

Before we transfer your Personal Data internally or externally, we take reasonable technical and organizational steps to ensure that the information transmitted is limited to the minimum extent required and that the adequate protection, aligned with relevant data protection laws and Amadeus' internal policies, is in place.

We may also transfer Personal Data to our contracted service providers or as required by law, subpoena, or regulation; when requested by government or law enforcement authorities or as otherwise required or permitted by law.

### International Transfer of Personal Data

When Amadeus shares your personal data with its group companies and third-party service providers who process personal data on behalf of Amadeus, this may involve transferring personal data outside the European Economic Area ("EEA"). When personal data is transferred to a third country, it will continue to receive adequate protection through contractual or other arrangements put in place with Amadeus group companies and third party service providers. For these transfers, at least one of the following appropriate safeguards will be implemented:

- Personal data will be transferred to countries that have been deemed to provide an adequate level of protection for personal data by the European Commission;
- Standard contractual clauses as approved by the European Commission which, together with supplementary measures, will ensure personal data transferred will retain the same protection it has in EEA;

Further information on the appropriate safeguards used when transferring personal data outside the EEA can be requested through the contact details set out below in the section legal rights. When requesting this information please make a reference to the transfer of personal data outside the EEA.

### Security and Integrity of Personal Data

Amadeus has taken appropriate technical and organizational measures to ensure the confidentiality, availability and integrity of the Personal Data.

When Personal Data is processed on behalf of Amadeus, access is limited to those who have a business need to know. Personal Data will be processed in accordance with the instructions of Amadeus and those who have access are subject to a duty of confidentiality.

Amadeus has procedures in place to deal with any suspected personal data breach and will notify individuals and any applicable regulator of a breach where they are legally required to do so.

### Retention of Personal Data

We will retain your Personal Data for the period necessary to fulfill the purposes outlined in this Privacy Statement.

### Questions and your rights

You may contact us for any questions you have about the handling and processing of your Personal Data through the following email address [dataprotection@amadeus.com](mailto:dataprotection@amadeus.com).

You may exercise your rights of access, erasure, objection, rectification, consent withdrawal, data portability and/or restriction of the processing of your personal data by sending a request via email: [dataprotection@amadeus.com](mailto:dataprotection@amadeus.com) or by sending your request to the applicable registered office.

Although Amadeus intends to carefully address any request and/or claim from you, as well as carefully process your Personal Data, you are entitled to file any claim or complaint before the relevant data protection authorities.