

Data protection information pursuant to Article 13 of the General Data Protection Regulation (GDPR)

This survey is published and managed by the Lufthansa Global Business Services GmbH (LGBS). Please be aware that we take your concerns about privacy seriously and we make every reasonable effort to respect it.

Legal basis for the processing of your personal data

Your participation in this survey is voluntary and our lawful basis for processing your personal data is based upon your consent given by entering the survey. You can withdraw your consent at any time by contacting us at the address shown at the end of this document.

In obtaining your cooperation to participate in the survey, we undertake not to mislead you in any way about the nature of the research we are conducting, the way in which the data is collected and the use that will be made of the survey results.

Who is processing your information

Lufthansa Global Business Services GmbH (LGBS) in accordance with Art. 4 (7) GDPR is the controller for the processing of personal data relating to respondents to this survey. The survey software is operated by: Questback who according to Art. 4 (8) GDPR is the processor.

We ensure that respondent data is solely processed in accordance with the Data Processing Agreement in place between LGBS and Questback in accordance with Art 28 (3) GDPR, and with the GDPR and related Data Protection Laws and Regulations.

The LGBS uses the Questback survey software to establish a survey link which is delivered to the End Users, whenever they had an interaction with LGBS that is closed.

Only authorized staff has access to personal information and they are obliged to respect its confidentiality.

What personal data do we collect?

As part of the online survey regarding the End User satisfaction, we collect voluntarily entered ***ticket number*** in order for the service teams to track unsolved issues and further assist the user. There is no technical possibility enabled to trace the ticket number of the respondent, if you will not voluntarily provide it in the survey.

Purposes of data collection and processing

We collect, process and use the data entered solely for the following purposes:

- Evaluating End User satisfaction with services provided by LGBS;
- Further assisting End Users whose issues were not properly solved;
- Further improving surveyed services.

A processing of your data for purposes other than those listed in this section does not occur. We do not sell, rent or exchange any personal information supplied by you to any third parties outside the Lufthansa Group. Nor do we use any of the information you provide for direct marketing or other non-research activities. The answers are evaluated anonymously and in an aggregated form.

Data retention

The data is evaluated on a monthly basis. All data collected during the survey will be deleted from the servers after current year end.

Your rights

You have certain legal rights to obtain information about whether we hold personal information about you and a right to access personal information we hold about you. You also have rights to obtain their correction, update, amendment or deletion in appropriate circumstances. Some of these rights may be subject to some exceptions or limitations. We will respond to your request to exercise these rights within a reasonable time.

Contact and data protection

For questions about the processing of your personal data in the context of the online survey please contact us via email address: lgbs.dataprotection@dlh.de