

**RETHINK CORPORATE PAYMENT.**

**AirPlus**

INTERNATIONAL

An aerial photograph of a city skyline at sunset. The sun is low on the horizon, casting a golden glow over the buildings and streets. The sky is a mix of light blue and orange. In the foreground, there are several tall skyscrapers, including one with a distinctive top section. The streets below are filled with smaller buildings and cars. A white text box is overlaid on the right side of the image, containing the title and subtitle.

**Privacy Statement**  
Call Recording at AirPlus  
Corporate Card Customer  
Service Center

## Privacy Statement: Call Recording at AirPlus Corporate Card Customer Service Center

According to the principles of a fair and transparent data processing, it is essential to inform the person whose data is being processed about the processing itself and the purposes thereof.

Therefore, we would like to provide you with all the information required to ensure a fair and transparent data processing in light of the special circumstances and conditions of a voice recording under which we process your personal data.

We at Lufthansa AirPlus Servicekarten GmbH (Germany) - as **AirPlus** in the following - would like to inform you on the processing of personal data in case you decide your call to be recorded by using our AirPlus Corporate Card Service Center.

### 1. Data Controller

AirPlus is responsible for the personal data collected and processed during the use of the AirPlus Corporate Card Service Center, meaning during the recorded call itself.

### 2. Purpose and Description of Data Processing

In order for AirPlus to provide best available customer service and experience and to improve such, AirPlus will need to collect and process your personal data during the call with the Service Agent.

During the use of the AirPlus Corporate Card Customer Service Center, AirPlus may collect and process personal data necessary to evaluate the received service quality and experience given by the facilitator for future service improvements and Service Agent training purposes.

The process of voice recording means that your acoustic personal voice and audio data disclosed through telephone service requests will be saved on an automated call system. This also applies to other personal information may disclosed during the service call. This data may include technical information on the call itself, information on you as a person and any other information given on phone.

In this Privacy Statement such personal data shall be referred to separately and collectively as "Call Data". Call Data will not be used for direct marketing or any purposes other than mentioned in this Privacy Statement.

### 3. Legal Basis for Data Processing

AirPlus processes Call Data only in accordance with applicable law, especially the EU General Data Protection Regulation ("GDPR", in the following referring to EU-GDPR).

The lawful processing of Call Data is based on your consent pursuant to Art. 6 Sec. 1 lit. a) GDPR.

You have the right to withdraw your consent at any time with effect for the future and free of form. However, this does not affect the lawfulness of the processing of Call Data until the time of withdrawal. Since the voice recording is voluntary and happens with your explicit (Opt-in) consent only, you are neither legally nor contractually obligated to provide the above-mentioned Call Data. If you disagree to provide your consent for voice recording, it will not have any consequences for you. Call Data will only be collected and processed when you have agreed to it before the call starts.

An automated decision-making during or after the service call, including a profiling, is not taking place.

### 4. Data Transfer to Data Processors / Data Recipients

AirPlus shares your Call Data with a customer relationship service provider, our Call Center Services, located in the EU.

This service provider handles your Call Data on behalf of AirPlus, as so-called data processor, acting only on instructions given by AirPlus under strict confidentiality obligations. Therefore, they are prohibited from using your Call Data for their own business purposes.

### 5. Data Transfers to Third Countries

Call Data is not subject to a third-country transfer outside EU/EEA.

### 6. Data Retention

AirPlus processes and saves personal data only to the extent required to fulfill the purpose for which it was collected. Call Data will be deleted once the purpose has been fulfilled, unless AirPlus has a legal obligation to retain that data. In case you revoke your consent AirPlus can rightfully use the respective data up to the time of revocation. Thus, AirPlus will erase your Call Data as soon as it is no longer needed for the aforementioned purposes or on revocation.

### 7. Rights of the Data Subject

You as the data subject may assert the following statutory rights towards AirPlus:

- the right to obtain information pursuant to Art. 15 GDPR,
- the right to rectification pursuant to Art. 16 GDPR,
- the right to erasure pursuant to Art. 17 GDPR,
- the right to restriction of processing pursuant to Art. 18 GDPR,
- the right to data portability pursuant to Art. 20 GDPR,
- the right to object pursuant to Art. 21 GDPR, and
- the right to lodge a complaint with a supervisory authority pursuant to Art. 77 GDPR.

In particular you can appeal to the Supervisory Authority which is competent for your place of residence or your state, or to the Supervisory Authority which is competent for AirPlus.

For Lufthansa AirPlus Servicekarten GmbH (Germany) it is:

Der Hessische Beauftragte für Datenschutz  
und Informationsfreiheit  
Gustav-Stresemann-Ring 1  
65189 Wiesbaden (Germany)  
E-Mail: [poststelle@datenschutz.hessen.de](mailto:poststelle@datenschutz.hessen.de)  
Tel.: +49 611 1408 – 0

If you would like to exercise your rights as a data subject, please contact AirPlus at:

Lufthansa AirPlus Servicekarten GmbH  
Data Protection Officer  
Dornhofstraße 10  
63263 Neu-Isenburg (Germany)  
[dataprotection@airplus.com](mailto:dataprotection@airplus.com)

If you have any questions concerning the handling of your personal data, you can contact the AirPlus Data Protection Officer at any time.