

Privacy Notice

This privacy notice tells you what to expect when Heathrow Airport Ltd (Heathrow) collects personal information about you when you use the Heathrow eSourcing system (the System) to participate in Procurement exercises. Heathrow is committed to protecting your personal information when you use Heathrow services. Whenever you provide such information we are legally obliged to use your information in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR).

What information will we collect about you?

When you use the System for the purposes of registering your company interest for Procurement exercises at Heathrow, we will collect the following information about you:

- Name
- Email address
- Mobile number
- Company details

When you use the System for the purposes of responding to any invitation to participate in a Procurement exercise, we will collect the following information about you:

- Employee personal data (for example CV's of key employees, names of Key Personnel), to the extent it is applicable to delivering the tendered services
- Completed contract between you and Heathrow

Heathrow collects information about how you use the System. This includes collecting unique online identifiers such as IP addresses, which are numbers that uniquely identify a specific computer or other network device on the internet. For more information, see our section on 'cookies' below.

How will Heathrow use the information it collects about me?

Heathrow will use your personal data for a number of purposes including the following:

- To provide you with an opportunity to participate in Procurement exercises, which may include but are not limited to; a Pre-Qualification Questionnaire (PQQ), a Request for Information (RFI), an Invitation to Tender (ITT), a Request for Proposal (RFP), an electronic auction or an electronic contract
- To send you notifications regarding procurement exercises and opportunities for Heathrow
- Managing the contracted services

The lawful justification for collecting and using your personal data is that it is necessary for the performance of the System which you have agreed to use via the User Agreement. Failure to provide mandatory data fields denoted by a '*' will mean that we will not be able to complete your registration with the System and deliver the procurement exercise notifications to you.

Your information will be handled and used by the following recipients in order to enable your participation in procurement exercises and notification of opportunities:

- Heathrow procurement team and Heathrow departments that are involved in the particular procurement exercise.

We will keep your information within Heathrow and our trusted third parties except where disclosure is required by law, for example to government bodies and law enforcement agencies.

Your information is processed only in the UK and is not moved or transferred overseas.

How long will Heathrow keep my information?

Your information will be retained for a period of seven years from the date of your last transaction after which point it will be deleted. Where you tell us that you no longer wish to receive marketing messages about other Heathrow products and services we will keep this information about you until you tell us otherwise.

Your information will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

What rights do I have over my personal data?

Under the General Data Protection Regulation, you have the right to:

- Access your personal data by making a subject access request
- Rectification, erasure or restriction of your information where this is justified
- Object to the processing of your information where this is justified
- Data portability

To exercise your rights please contact the Heathrow Data Protection Officer using the following contact details:

Data Protection Officer
Heathrow Airport Ltd
The Compass Centre
Nelson Road
Hounslow, Middlesex
TW6 2GW

Email: privacy@heathrow.com

Privacy & Cookies

Cookies are small text files which are stored on your computer when you visit certain web pages. At Heathrow we use cookies to understand how our sites are used which helps us to improve your overall online experience. Some of the cookies we use are necessary for some of our sites to work whilst other cookies are used to provide tailored advertising by trusted third parties. To find out more about cookies, visit www.aboutcookies.org.

The different types of cookies we use

Heathrow use the following categories of cookies on our websites:

Strictly necessary – These cookies are essential for certain features of our websites to work. These cookies do not record identifiable personal information and we do not need your consent to place these cookies on your device. Without these cookies some services you have asked for cannot be provided.

Performance – These cookies are used to collect anonymous information about how you use our websites. This information is used to help us improve our websites and understand how effective our adverts are. In some cases we use trusted third parties to collect this information for us but they only use the information for the purposes explained. By using our websites, you agree that we can place these types of cookies on your device.

Functionality – These cookies are used to provide services or remember settings to enhance your visit for example text size or other preferences. The information these cookies collect is anonymous and does not enable us to track your browsing activity on other websites. By using our websites, you agree that we can place these types of cookies on your device.

Targeting and Advertising – These cookies are used by trusted third parties to deliver adverts more relevant to you and your interests. They are also used to limit the number of times you see an advertisement as well as help measure the effectiveness of the advertising campaign. Information contained in these cookies is anonymous and doesn't contain your personal information. To find out more about cookies used for targeting and advertising follow www.youronlinechoices.com and www.networkadvertising.org or contact us at website_feedback@baa.com for further information about the trusted third parties we use.

Managing cookies

If you'd prefer to restrict, block or delete cookies from Heathrow and our third party advertisers, or any other website, you can use your browser to do this. Each browser is different, so check the 'Help' menu of your particular browser to learn how to change your cookie preferences. If you choose to disable all cookies we cannot guarantee the performance of our websites and some features may not work as expected.

Changes to this privacy notice

We will keep this privacy notice under regular review and we will place any updates here. At the start of this privacy notice we will tell you when it was last updated.