

PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

ETNA, the CRCO portal for national administrations

EUROCONTROL protects your personal data in accordance with the [EUROCONTROL Regulation on Personal Data Protection](#) adopted by the Permanent Commission in 2024.

1. What is ETNA? Why do we collect, store and process your data?

EUROCONTROL, through the CRCO, has the responsibility to operate the EUROCONTROL Common Route Charges System on behalf of the EUROCONTROL Member States. EUROCONTROL bills and collects route charges in accordance with the Multilateral Agreement relating to Route Charges and undertakes similar tasks for terminal and communication charges (Member States) and for air navigation charges (non-Member States) under bilateral agreements.

The charges billed relate to the air navigation services provided by the States in their respective airspace.

The ETNA portal facilitates the exchange of flight data with Air Navigation Service Providers (ANSPs) and the national Route Charges Offices (RCOs), the provision of billing and financial reporting to States (ANSPs). As well as the submission of reporting tables and unit rates by States to EUROCONTROL and, for States subject to the Single European Sky charging and performance scheme, the subsequent transmission of the reports to the European Commission in accordance with the EUROCONTROL Principles for establishing the cost-base for en route charges and the calculation of the unit rates and, where applicable, the Commission Implementing Regulation (EU) 2019/317.

ETNA accounts are set up by the CRCO and administered by the designated State representative.

Your personal data is collected, stored and processed to create and manage the ETNA accounts necessary to access and use the ETNA portal and to allow the CRCO to interact with *inter alia* States (ANSPs and national RCOs) for the establishment, billing, accounting and collection of air navigation charges purposes. Access to ETNA is given through a user ID and a password. To make use of this service, you also need to accept the ETNA Terms and Conditions.

For the EU/SES States, EUROCONTROL exchanges with the European Commission personal data (name and e-mail address) to reconcile the user accounts in both systems (the ETNA portal and the EC Policy Reporting Platform) in accordance with the recognised business arrangements established by the Member States in the Study Groups and the enlarged Committee meetings on route charges (see further section 7).

SUPPORTING EUROPEAN AVIATION

Member States: Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Republic of Moldova, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye, Ukraine, United Kingdom.

Comprehensive Agreement States: Israel, Morocco.

2. What personal data do we collect, store and process about you?

The mandatory fields required to create an ETNA account include the name of the individual and email address. Optional fields include contact details such as address, job title and phone number.

3. Who is your data disclosed to? Who has access to your data?

Access to your personal data is provided to EUROCONTROL staff, contractors and sub-contractors responsible for delivering our service to you according to the “need to know” principle. The personnel abide by statutory, and when required, additional confidentiality agreements (see further section 7).

The collected personal data is treated confidentially and used only by authorised EUROCONTROL CRCO staff, as well as by EUROCONTROL staff from the Economic Performance Review Service of the Aviation Intelligence Unit within the Aviation Transformation Directorate to the extent necessary to carry out their functions. The data is shared, as appropriate, with the States (ANSPs) in accordance with their data protection framework and, for EU/SES States, with the European Commission (see further section 7).

4. How long is your data kept?

Personal data is kept as long as your ETNA account exists. It is deleted after 5 years of inactivity on ETNA or upon the receipt of a notification from you or your organisation/company that the account is no longer in use.

5. What are your rights under the EUROCONTROL Data Protection Regulation?

You have the right to access, rectify, erase or restrict your data when the data is inaccurate or incomplete or its processing does not comply with the Regulation. You may also be entitled to object to the use of your personal data based on your particular personal situation.

You can exercise your rights or request additional information about the processing of your data by contacting the data controller via etna.contacts@eurocontrol.int, or in case of conflict the Data Protection Officer (DPO), and if necessary the EUROCONTROL Data Protection Supervisory Board (DPSB) using the contact information given at the end of this notice.

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6. What do we do to avoid misuse or unauthorised access to data concerning you?

In order to protect your personal data EUROCONTROL has put in place appropriate technical and organisational measures; these measures are designed to prevent unauthorised access, modification or disclosure and protect the data against accidental or unauthorised destruction.

EUROCONTROL applies industry standards and best practices in cyber security, including the Centre for Internet Security's (CIS) Critical Security Controls. These standards provide us with a comprehensive framework for establishing, implementing, and maintaining information security management systems in order to protect our networks and systems against security threats.

7. What safeguards do we apply when we transfer your data to third parties?

We will not, under any circumstances, share with or sell your personal information to any third party for marketing purposes, and you will not receive offers from other companies or organisations as a result of giving your details to us.

The States (ANSPs) ensure that the personal data to which they have access is handled confidentially and treated with the same level and protection as required by the EUROCONTROL Regulation on Personal Data Protection.

Your personal data is only given to a very limited set of contractors for the performance of their tasks (see section 3 above). Contracts with our contractors contain appropriate confidentiality obligations.

For the EU/SES States, EUROCONTROL exchanges with the European Commission personal data (name and e-mail address). In this context, EUROCONTROL considers that Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018^[1] provides appropriate safeguards and allows for data subjects to exercise their rights using judicial and non-judicial remedies, according to Article 17 of the EUROCONTROL Regulation for the protection of personal data.

^[1] Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC

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Comprehensive Agreement States: Israel, Morocco.

8. Who can you contact if you have questions or want to make a complaint?

For any queries, concerns or complaint related to your personal data please contact etna.contacts@eurocontrol.int, which is the team responsible for the processing of the personal data concerning you.

If you are not satisfied with the outcome of your request, or you believe that there has been an infringement of the Regulation, you may file a formal complaint with the [Data Protection Supervisory Board](#). Before doing so, you must try to solve the matter with EUROCONTROL's [Data Protection Officer](#).

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