



## **PRIVACY INFORMATION NOTICE FOR SKYWISE**

*Updated on: June 1st, 2023*

### **Introduction**

Airbus SAS (also known as, “Airbus”, or “we” or “us”) appreciate your interest in our products, services and business lines and your use of our digital platform Skywise (“Skywise”).

Skywise features a layer of data analytics and visualisation tools that allow for the exploration and analysis of certain data, information and material, including correlation between the elements of various data sets. Via Skywise, Airbus provides online IT services, both standard and bespoke, to players in the aviation ecosystem, such as airlines, airline manufacturers, operators, lessors, MRO as well as system and component suppliers (together: the “Customers”), to provide them with information they may take into account for optimised decision-making with regard to, inter alia, maintenance, design, engineering, safety and upgrade of aircraft, flight operations and respective cost reductions, fleet planning, cabin and commercial operations as well as support activities. Access to Skywise is only granted to designated personnel of Customers (the “Users”) and to Airbus’ employees and its own affiliates, subcontractors, business partners.

In connection with the operation of Skywise, information originating from various sources, such as information from aircraft and information related to aircraft operations, its configuration and maintenance, are collected and processed by Airbus, affiliates, subcontractors (together “Airbus”) as well as Customers and other parties to the extent permitted by law and under the conditions agreed with Airbus.

Specific support platform for Skywise Customers Users (“Skywise Support Portal”) is made available to any Skywise Customer Users that enables you to create a ticket to get support on Skywise products, follow up or escalate on opened tickets and consult the Skywise knowledge database.

Airbus is committed to protecting the privacy of individuals and to complying with applicable personal data protection laws and regulations. We want you to feel comfortable accessing and using Skywise services. However, to the extent applicable, Skywise might include specific applications which are not necessarily covered by this Privacy Notice. In this event, we encourage you to carefully read the privacy policies applicable to such applications.

This Privacy Notice will inform you of the Personal Data we collect as data Controller when you access/use Skywise; how we use and disclose your Personal Data; how you can control the use and disclosure of your Personal Data; and how we protect your Personal Data.

## What is personal data?

Personal data is information that can be used to identify a person either directly or indirectly. It includes information such as name, contact details, identification numbers, financial data, location data or online identifiers.

## Which sources and what personal data do we use?

The personal data we process in relation to Skywise services are as follows:

- **directly** from you by accessing to and using Skywise or that you include in your Skywise Support Portal profile:
  - Identification data : Name, Family Name, Nickname, professional email address, profile picture (optional),
  - Professional data : Job Title (optional), Department (optional), location (optional), Organisation, professional phone number (optional), tickets support number opened to support team, emails content and comments you shared with [support.skywise@airbus.com](mailto:support.skywise@airbus.com), timezone (optional).
  - Account information: roles and permissions, settings and preferences, user name login, password, unique user nickname
  - IT data/ Digital activity: IP Address, MAC address, Unique ID, Application information, Application session data and logs (including access and activities)
- **indirectly** for those personal data that we collect from other databases or data sources we have in Airbus, such as OneLogin, AirbusWorld profile or data provided to Airbus by your local administrator (UMC & UMS):
  - Identification data (first name, last name)

## What are the purposes of the processing of your personal data?

By accessing and using Skywise platform (including Skywise Support Portal), Airbus will process your personal data for the following purposes: :

1. To provide access to Skywise products and services (including access to Skywise Support Portal, provide support service through ticketing solution and/or improve our Skywise products and services)  
  
We will process your personal data to give you access to the Skywise platform and Skywise Support Portal, its data and its application and deliver associated services. It includes user authentication when you access both platforms (Skywise platform and Skywise Support Portal). In particular we use your personal data to let you create support requests (tickets), assist you and follow their resolution. Within this frame we may also use your personal data to communicate with you for the incident's resolution.
2. To manage operational workflow and decision making
3. To protect Information, Systems, Network and Cybersecurity. Skywise contains a restricted area of which access protection relies on your personal data.
4. To communicate with you as Skywise User
  - We use your personal data to communicate with you or amongst Skywise users, including responding to requests for assistance, participation to Skywise forum,
  - We can communicate with you in a variety of ways, including email.
5. To comply with legal obligations.

We use your personal data to comply with applicable legal obligations, including responding to an authority or court order or discovery request or to comply with export control and sanctions requirements when applicable.

6. To protect us and others

Where we believe it is necessary to investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person or violations of policies, terms, and other policies.

We will use your personal data for the above purposes only. If we need to use your personal data for an unrelated purpose, we will notify you prior to further personal data processing and provide you with the relevant privacy information notice.

## What is the basis for the processing of your personal data?

Subject to the applicable law, we process your personal data under the following legal basis::

**1. To comply with contractual obligations.**

As an Airbus employee, when you access and use Skywise, we process your personal data as part of the performance of the employment contract to which you are a party in order to complete our respective contractual obligations, notably by providing appropriate IT means to perform your mission.

**2. Within the scope of a legitimate interest.**

On occasion taking into account the minimum privacy impact for you, the processing of your personal data might be necessary for the following legitimate interest:

- For Skywise Users that are not Airbus employees: for the performance of the Skywise Specific Terms of Use ("STU") and related services agreement between Airbus and your company, notably for providing you support on Skywise application and/or service that have been purchased by your company, when you have been designated as a User by your company.
- For the analysis and optimisation of Skywise products and services.
- For ensuring IT security (to detect security threats, frauds or other malicious or criminal activities) and the IT operation of Airbus.
- For ensuring efficient communication and to keep you up-to-date on the latest information about our services, solution and/or business activities, participation in Skywise forum, events, marketing campaigns, market analysis or other promotional activities and for analysis and improving the quality of our services and communication with you.
- For monitoring the compliance with our policies and standards.

**3. On the basis of Airbus' legal obligations or in the public interest.**

Airbus, as any other company, is subject to legal obligations and regulations. In some cases the processing of your personal data will be necessary for Airbus in order to fulfil these obligations.

## Who will receive your personal data?

We may disclose your personal data to the following recipient(s) on a strict need to know basis and for the Purposes as outlined in this Privacy Notice:

- Airbus and its Affiliates;
- Authorised persons working for or on behalf of Airbus; including our agents, service providers and advisers (e.g. Third party service providers and advisers providing the variety of products and services we need such as IT tool, hosting, maintenance and support, procurement services, compliance and security services, etc.);
- Any Skywise Users accessing to Skywise Support Portal (limited to Nickname and profile picture if uploaded);
- Your company you are working for;
- Other authorised third parties in connection with any merger, reorganisation, a sale of some or all Airbus assets, or a financing or acquisition of all or a portion of our business by another company;
- Law enforcement or government authorities or other legal processes to comply with applicable law, or in response to any subpoenas, court orders, or to establish or exercise our legal rights or to defend against legal claims.

## Is any of your personal data transferred overseas?

Airbus processes your Personal Data mostly in the European Economic Area and/or in the United Kingdom. On occasion Personal Data is transferred to relevant recipients as described in Section “*Who will receive your Personal Data?*”, on a need-to-know basis, including entities located in third countries.

Any transfers of your personal data within the Airbus group for Airbus daily business activity and internal organisation are covered by an intra-group agreement (Binding Corporate Rules) that can be found on our portal [www.airbus.com](http://www.airbus.com) or viewed here [Airbus BCR's](#). Airbus Binding Corporate Rules includes contractual protections to ensure that your personal data receives an adequate level of protection wherever it is transferred within Airbus.

In addition, we may share some personal data to third parties as authorised recipient and engaged to help us notably for providing Skywise Support services to you and located outside the European Economic Area, subject to one of the following safeguards:

- We will only transfer personal data to countries which are recognised as providing an adequate level of legal protection or where we are satisfied that arrangements are in place to protect your privacy rights,
- transfers to service providers and other third parties will be protected by contractual commitments (such as the European Commission-approved Standard Contractual Clauses) or other legally acceptable mechanisms that ensure an adequate level of protection, and
- any requests for personal data information we receive from law enforcement or regulators will be carefully checked before personal data is disclosed.

If you have any questions regarding data transfers, please contact us ([dataprotection@airbus.com](mailto:dataprotection@airbus.com)) for further details.

## How long will your personal data be retained?

We retain your personal data as long as reasonably necessary for the purposes for which it was collected:

- For Skywise account management : twelve (12) months from the date of the last interaction with you or twelve (12) months after your company is notifying us about the request for account deactivation.
- For Ticket Skywise Support portal: up to three (3) years after your last interaction with the Support team.

- For Forum post: up to three (3) years without activity on the related post.

In some circumstances, we may retain your personal data for a longer period of time than is needed for those purposes such as where we are required to do so in accordance with legal, regulatory, tax or accounting legal requirements. The retention conditions of your Personal Data is determined by applicable Laws and Regulation and/or by our procedures or processes adopted in accordance with applicable Laws and Regulation.

If your Personal Data is no longer required for the performance of the related purposes as described in section “*What are the purposes of the processing of your Personal Data?*”, these will be erased on a regular basis unless further processing is necessary, for instance, for preserving particular evidence under the applicable Data Protection Laws and Regulations, or in the context of legal statutes of limitation.

## Security

We use technical and organisational security measures in order to protect the data we have under our control against accidental or intentional manipulation, loss, destruction and against access by unauthorised persons. Our security procedures are continually enhanced as new technology becomes available.

## What are your rights?

At any time you may exercise your personal data protection rights as listed below by contacting us at [dataprotection@airbus.com](mailto:dataprotection@airbus.com):

- **Right to access/obtain a report detailing the information held about you:** You have the right to obtain confirmation as to whether or not your Personal Data is being processed by Airbus and if so, what specific data is being processed.
- **Right to correct Personal Data:** You have the right to change any inaccurate Personal Data concerning you.
- **Right to be forgotten:** In some cases, for instance, when the Personal Data is no longer necessary in relation to the Purposes for which they were collected, you have the right for your Personal Data to be erased.
- **Right to restrict the processing of your Personal Data:** You have the right to restrict the processing of your Personal Data, for instance when the processing is unlawful and you oppose the erasure of your Personal Data. In such cases, your Personal Data will only be processed with your consent or for the exercise or defense of legal claims.
- **Right to data portability:** Under some circumstances provided by law, you have the right to receive the Personal Data concerning you in a structured, commonly used and machine-readable format and/or transmit those Personal Data to another data controller.
- **Right to object:** In some cases required by law, you may ask us to stop processing your Personal Data.

## How to exercise your rights and/or contact Airbus in respect of your personal data?

If you want to exercise your rights or you are unhappy with the way in which your personal data has been processed or should you have any questions regarding the processing of your personal data, you may refer in the first instance to the Airbus Data Protection Officer, who is available, at the following email address: [dataprotection@airbus.com](mailto:dataprotection@airbus.com) or you can write to the address below: Airbus SAS, Head of Personal Data Protection, 2 rond-point Emile Dewoitine, 31700 Blagnac cedex, France.

In case of doubt of your identity, we may ask you to justify it by enclosing a copy of any identity document.

## Are you obliged to provide your personal data?

Your access in Skywise directly results from a commercial agreement signed between your company you worked with and Airbus. Your personal data is therefore required to grant appropriate access right into Skywise. Any failure to provide the requested personal data may result in failure to fulfil our contractual/legal obligations agreed with your company and consequently you may not be able to access and use information, features or services of Skywise (including opening support tickets on Skywise products nor accessing to Skywise Support Portal)

## Do we use automated decision-making, or conduct profiling?

As a matter of principle, we do not use fully automated decision-making processes, including profiling. In the event that we should use such processes, we will specifically inform you in advance of this and of your rights in this respect as required by law.

## How to ask for assistance from the competent authorities?

If you remain unsatisfied, then you have the right to apply directly to a Data Protection Supervisory Authority, such as the CNIL [Supervisory Authority for France](#).

## Additional Notice for California Residents

In addition to the information provided above, the following section is made specifically pursuant to the California Consumer Privacy Act of 2018 ("CCPA").

We don't sell your personal information to third parties and we will not sell your personal information to third parties unless provided otherwise by a specific privacy notice. We do not discriminate against California residents who exercise their CCPA privacy rights. To exercise your California privacy rights please refer to the section "*How to exercise your rights*".

## for Chinese Residents

By accessing and using Skywise, your personal information will be transferred to Airbus located outside of China and will be processed in accordance with this privacy notice. We will comply with the applicable obligations and requirements under Chinese PIPL regulation in relation to sharing and cross-border transfers of personal information.

## Cookies

### WHAT ARE COOKIES?

Cookies are small files or amounts of information that may be stored to, accessed, downloaded and removed from = your device when you access and use Skywise. Within the context of Skywise, a “Cookie” refers to “http cookies”.

Cookies allow Skywise to recognise your device and store information about your preferences or past actions. We may use cookies :

- (i) to record the preferences of our users, and/or to enable us to optimise the design of Skywise
- (ii) to ease navigation, and increase the user-friendliness of Skywise.
- (iii) to identify the most popular sections of Skywise.
- (iv) to provide content that is more accurately suited to your needs, and, in doing so, improve our service. Cookies can be used to determine whether there has been any contact between us and your device in the past.
- (v) cookies may be used to facilitate secure online access so that you do not need to enter your user ID and password again.

Personal details may be saved in cookies.

### WHICH COOKIES DO WE USE ON SKYWISE?

Please find below a table with specific information for each cookie that we may use on Skywise:

Name of Cookie	Purpose	Duration	Cookie type	Mandatory
PALANTIR_BROWSERID_V2	Used by Multipass (auth service) to <b>identify</b> the browser between different login sessions.	browser session	HTTP	YES - technical cookie
PALANTIR_TOKEN	This is the JWT (JSON Web Token) used to <b>identify and authenticate</b> users. It contains the session information.	72 hours	HTTP	YES - technical cookie
PALANTIR_REDIRECT_FULL_URI	<b>During login flow</b> , it is used to temporarily store redirect information.	5 minutes; cleared after login flow is complete	HTTP	YES - technical cookie
OAUTH_STATE	<b>During login flow</b> , it is used to temporarily store login flow state.	1 hour; cleared after login flow is completed	HTTP	YES - technical cookie

### WHICH COOKIES DO WE USE ON SKYWISE SUPPORT PORTAL?

Cookie name	Duration	Cookie Type	Description
BrowserId_sec	1 year	Required	Used to log secure browser sessions/visits for internal-only security use cases.
BrowserId	1 year	Required	Used to log browser sessions/visits for internal-only security use cases.
force-proxy-stream	3 hours	Required	Used to ensure client requests hit the same proxy hosts and are more likely to retrieve content from cache.
force-stream	3 hours	Required	Used to properly route server requests within Salesforce infrastructure for sticky sessions.
pctrk	Session	Required	Used to count page views by unauthenticated users against license usage.
renderCtx	Session	Required	Used to deliver requested pages and content based on a user's navigation.
sfdc-stream	3 hours	Required	Used to properly route server requests within Salesforce infrastructure for sticky sessions.

Only for authenticated users

Cookie name	Duration	Cookie Type	Description
autocomplete	60 days	Functional	Used to determine whether the browser remembers a user's login username.
clientSrc	Session	Functional	Used to validate the IP from where a user logs in.
disco	Session	Functional	Used to verify the last Salesforce org that was accessed on the same browser for session discovery.
expid_[Community Prefix]	30 days	Functional	Used to render pages based on specified brand.
Inst	Session	Required	Used to optimize routing to the user's instance.
oid	2 years	Required	Used to redirect a user to the correct Salesforce org.
oinfo	3 months	Functional	Used to track the State, Edition and orgID of a customer's org.



idccsrf	3 months	Required	Used for SSO authentication as CSRF protection.
QCQQ	Session	Required	Used to detect the official login page for Forced Login POST detection.
RRetURL	Session	Required	Used for "log in as" to return to original page.
RRetURL2	Session	Required	Used for portal "log in as" to return to original page.
rsid	Session	Required	Used for an admin user to "log in as" one of their org user.
rsid2	Session	Required	Used for an admin user to "log in as" one of their org portal user.
sid	Session	Required	Used to validate user session.
sid_Client	Session	Required	Used to validate orgid and userid on the client side.

If you continue browsing Skywise, we understand that you accept the use of cookies. You can revoke this consent at any time. You can also manage and control the cookies we use on Skywise through the use of cookies tools.

#### **HOW CAN YOU DISABLE OR DELETE COOKIES?**

Most browsers automatically accept cookies. You can prevent cookies from being stored on your device by setting your browser to not accept cookies. The exact instructions for this can be found in the manual for your browser. You can delete cookies already on your device at any time. However, if you choose not to accept cookies that are strictly necessary for the provision of our services provided by Skywise, it may result in a reduced availability of such services.

To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

## **Modification of the Privacy Notice**

Airbus will update this Privacy Notice from time to time in order to reflect the changes in our practices and services and also to remain compliant to Data Protection Laws and Regulations. We will inform you of any substantial modification in how we process your personal data.