
PRIVACY STATEMENT ON THE PROTECTION OF PERSONAL DATA

TOKAI

(Toolkit for air traffic management occurrence investigation)

EUROCONTROL protects your personal data in accordance with the EUROCONTROL Regulation on Personal Data Protection adopted by its Member States and published in 2008, and its Implementing Rules which were published in 2017.

1. What is TOKAI? Why do we collect, store and/or process your data?

What is TOKAI?

TOKAI is a web based Safety tool for occurrence notification, investigation, analysis and reporting. It integrates a number of sub-tools supporting each step of the investigation. It incorporates, inter alia, the Risk Assessment Tool (RAT) application.

TOKAI supports ANSPs and Competent Authorities in meeting the obligations of EU Regulation 376/2014 in terms of reporting and investigation of occurrences, including in reporting the data for the European Common Repository. It also supports the SMS (Safety Management System) requirements for Corporate SMS (notification and investigation).

EUROCONTROL provides the relevant facilities at its premises to ensure proper access to, and use of TOKAI by the ANSPs and Competent Authorities (CA).

EUROCONTROL hosts the application and provides the service for a certain number of ANSPs and Competent Authorities, on the basis of an individual Agreement signed between EUROCONTROL and each organisation (ANSP or CA).

Why do we collect your personal data?

In this context, EUROCONTROL processes your personal data in order to administer the tool:

- guarantee access to the platform (username/password), as well as
- contact users in cases of technical interventions, upgrades or bug fixes, as well as the regular information regarding the tool's evolution.

2. Who is responsible for the processing of your data?

EUROCONTROL operates TOKAI under the direction of the ANSP/CA.

Each ANSP/ CA is responsible for the proper day-to-day operation of the access to and use of TOKAI throughout the duration of their Agreement with EUROCONTROL.

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EUROCONTROL is responsible for the processing of your data required to grant you access to TOKAI and for keeping all personal data on the platform secure.

3. What data do we collect, store and/or process about you?

EUROCONTROL holds the following categories of data related to you with the purpose of regular maintenance of the tool and its operational needs:

- the name,
- the surname and
- the business email address of the local administrators from the ANSP/CA.

ANSPs/CAs through the EUROCONTROL hosting service, upload various data such as possible employee fatigue data.

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

Access to your personal data is provided to a limited group of EUROCONTROL staff and contractors responsible for delivering our service to you.

The EUROCONTROL limited group of staff involved in the TOKAI project are members of the NMD/SAF Unit designated for regular maintenance and administration of the tool, and the development team (JLG Consulting) for regular technical updates and debugging. They do not access data content unless specifically requested to do so.

Such staff abide by statutory, and when required, additional confidentiality agreements (see further paragraph 7).

Users and relevant administrators from the ANSP/CA can access the data and only for data related to their own entity. They can update, view and download data, decide who should have access, to what data within their ANSP/CA e.g. and manage the access of their various users.

ANSP's data uploaded by the ANSP/CA onto TOKAI shall be and remain the exclusive property of the ANSP/CA and shall constitute Confidential Information under their Agreement.

In accordance with the Agreement, EUROCONTROL undertakes to neither use nor access the ANSP data without prior written approval from the ANSP/CA.

5. How long is your data kept?

The personal data is retained by EUROCONTROL in the TOKAI tool for as long as TOKAI is in use by the ANSP/ CA and in accordance with the license agreement signed by their organisation and EUROCONTROL.

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The personal data processed by the TOKAI application shall be deleted as soon as the Agreement is terminated.

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

Data subjects/entities concerned manage their own contact data (name, surname and business email address) through a secured access to the TOKAI database, via the TOKAI admin tools. You have the right to access, rectify, complete and update your data either by using your access to the TOKAI, and the update is immediate, or by contacting the TOKAI administrators in EUROCONTROL.

You have the right to object to the use of your personal data in some circumstances. You may also delete your personal information. You have the right to request additional information about the handling of your personal data by contacting the TOKAI administrators in EUROCONTROL:

TOKAI@eurocontrol.int.

The ANSP/CA local administrators may also be contacted in case any specific clarification is needed about the processing of your personal data.

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

- The tool is available to any ECAC ANSP/ CA upon signing a licence and service level (SLA) and a non-disclosure agreement (NDA).
- EUROCONTROL is committed to ensuring that the data is secured and administratively monitored.
In order to prevent unauthorised access or disclosure EUROCONTROL has put in place suitable physical, electronic and managerial procedures to safeguard and secure the information that is collected from the ANSP/CA data subjects.
- TOKAI enjoys the same high secure environment as the EUROCONTROL operational tools: access to the tool is protected through strong security measures;
- the tool is stored locally at EUROCONTROL, so no additional risk of external interference;
- EUROCONTROL is contractually mandated to only deal with the basic contact information (name, surname and business email address) and committed to ensuring that the data is secured and administratively monitored;
- EUROCONTROL undertakes to neither use nor access the ANSP/CA data without prior written approval from the ANSP/CA;
- EUROCONTROL staff involved in the TOKAI project are members of the NMD/SAF team and abide by statutory confidentiality agreement;
- technical contractors in the development team (JLG Consulting), are under contractual confidentiality and non-disclosure rules.

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8. 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.

Your personal data is only given to a very limited set of contractors for the performance of their tasks (see paragraph 2 above). Contracts with our contractors contain appropriate confidentiality obligations.

In case of data transfers from EUROCONTROL to public authorities or organisations fulfilling public functions (e.g. ANSPs) in States which have not ratified the Council of Europe Convention No. 108, adequate safeguards from recipients through specific contractual terms and conditions are put in place.

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

For any queries related to your personal data (name, surname and business email address) , please contact the EUROCONTROL TOKAI administrators TOKAI@eurocontrol.int which are responsible for securely handling this personal data concerning you. For any other questions related to the specific ANSP/CA data, you can contact your local administration.

Complaints can be addressed to EUROCONTROL's [Data Protection Officer](#).

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