

Abu Dhabi Airport Pass Privacy Policy

Abu Dhabi Airports Company ("we," "us," or "our") is committed to protecting Airport Visitor Pass users' ("you", "your", "user", "Visitor") privacy and personal information. This Privacy Policy outlines how we collect, use, process, and protect your data when you apply for and use an Airport Visitor Pass to access the duty-free area at Zayed International Airport ("Airport").

This Privacy Policy applies to Visitors registering for an Airport Visitor Pass through our registration platform or security pass form ("the Website" or "Platform").

Information We Collect

We collect the following personal information for guest registration:

- Full name
- Visitor type
- Nationality
- Unified number
- Mobile number
- Email address
- Company name (where applicable)
- Emirates ID number
- Personal official photo
- Visit date
- Visit time
- Vehicle registration
- Vehicle plate number

For security pass processing, we may also collect:

- Full name
- Phone number
- Email address
- Nationality
- ID number
- Duration of visit
- Visit date

We may also collect technical information when you use the Website, including:

- IP address
- Browser type and browser ID

- Device details and identifiers

CCTV footage may also be captured within airport facilities for security and safety purposes.

Purpose of Data Collection

We collect and process your personal information for the following purposes:

- To register and issue Airport Visitor Passes
- To verify visitor identity and eligibility for entry
- To generate and send smart digital passes via email
- To enable access to the duty-free area using barcode-based passes
- To manage visit scheduling and duration
- To maintain airport safety and security requirements
- To communicate with you regarding your visit
- To comply with legal and regulatory obligations

Visitors will receive a smart digital pass via email containing a barcode, which will be used for access control at the Airport.

Consent for Marketing Communications

We may use your personal data to send you marketing communications, including promotions, special offers, and updates about our services, if you have opted in to receive such communications. You can manage your marketing preferences at any time by opting out through the unsubscribe link included in our emails or by contacting us at marketing-preferences@adairports.ae. Please note that even if you opt out of marketing communications, we may still send you essential service-related messages, such as pass confirmations and operational updates.

Lawful Basis for Processing

We process your personal data based on the following legal bases: performance of a service to issue Airport Visitor Passes; legitimate interests, to maintain airport security and visitor management; legal obligations, to comply with UAE regulations, including UAE aviation and security regulations; and consent, for marketing communications where required by law.

Sharing of Data

We may share your personal information with:

- Airport security and access control teams
- Airport operations teams
- IT system and pass management providers
- Government authorities where required

These third parties are obligated to protect your data and use it only for the purposes specified by us.

Security Measure

We take data security seriously and implement measures to protect your information, including encryption of payment transactions, secure storage in our data platform, access controls and regular security audits.

Data Retention

We retain personal data in accordance with defined retention schedules, as follows:

- Visitor pass registration and security pass data: retained for two (2) years from the date of the visit. This period allows us to manage access, address any issues or inquiries, and comply with applicable legal obligations.
- Access control and barcode logs: retained for two (2) years for security, operational, and audit purposes.
- CCTV footage: retained for 90 days unless required for security investigations or other legal obligations

You can inquire about the retention period by contacting us at

DataProtectionOfficer@adairports.ae.

Your Rights

You have the right to access, correct, restrict, object, withdraw consent or request the deletion of your personal data at any time. If you wish to exercise these rights or have any questions regarding your personal data, please contact us at

DataProtectionOfficer@adairports.ae.

Children and Minors

Children may register for an Airport Visitor Pass. However, minors must be accompanied by a parent or legal guardian in accordance with the applicable Terms and Conditions provided during registration.

Where personal data of a minor is provided, it is understood that such data is submitted with the knowledge and approval of the accompanying parent or legal guardian. We process minors' personal data solely for the purpose of issuing visitor passes, managing access, and maintaining airport security requirements.

Cookie Usage

We use cookies and similar technologies on our Website to enhance your browsing experience, analyse website traffic, and personalise content. Cookies are small text files stored on your device to help improve your experience.

Some cookies may be used for third-party advertising or tracking, which helps us deliver relevant ads to you and measure their effectiveness. These third-party services may use cookies to collect information about your browsing habits, interests, and online activity. In addition to cookies, we may also collect your IP address, browser type, device information, and other identifiers to enhance the functionality of our services and improve your experience on the Website. These identifiers may be used to track and recognise your preferences, for analytical purposes, or to improve security.

You can manage your cookie preferences through your browser settings, where you can choose to block or delete cookies. Additionally, if you do not want your data to be used for targeted advertising, you can opt out by using the cookie management tool available on our Website.

By continuing to use our Website, you consent to the use of cookies and collection of your IP address and other identifiers as described in this policy. However, if you opt out of certain cookies, please note that it may affect your experience on our Website.

Cross-Border Data Transfer

Please be aware that our Website may be accessed from outside the UAE, and our services may be used by international travellers. By using our services, you acknowledge and agree that your personal data may be stored and processed outside your country of residence. As a result, your data may not be subject to the same legal protections provided by your home country.

Data Protection and Security

We are committed to protecting your personal information and ensuring that it is stored securely. Your data will be processed in accordance with applicable data protection laws, including the UAE's Personal Data Protection Law or other relevant regulations.

All data will be stored and processed within Abu Dhabi Airports' infrastructure and associated secure data platforms, including the Azure Data Platform operated by us.

Updates to Privacy Policy

We reserve the right to update this Privacy Policy at any time. Any changes will be effective immediately upon posting the updated policy on our Website. We encourage you to review this policy periodically to stay informed about how we protect your personal information.

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact us at DataProtectionOfficer@adairports.ae.