

Privacy Notice for Wizz MultiPass/All You Can Fly users

(Last updated: 10 August 2024)

The purpose of this Full Privacy Notice ("Privacy Notice") is to provide you detailed information about how we process your data in connection with your use of the Wizz MultiPass and/or All You Can Fly, hereinafter referred to as Wizz MultiPass. The Privacy Notice helps you to better understand how we use your personal data and explains how we collect it, what we use it for and with whom it is shared. For further information about Wizz Air Hungary's data processing activities in general, please visit our [Full Privacy Notice](#).

<p>JOINT DATA CONTROLLERS</p>	<p>WIZZ Air Hungary Ltd. (seat: Laurus Offices, Lecher Odön fasor 6., H-1095, Budapest, Hungary; "Wizz Air") and Changeyourflight, S.L. (seat: Carrer de la Diputacio 303, 08009 Barcelona, Spain; "Changeyourflight"; Wizz Air and Changeyourflight hereinafter jointly referred to as "Controllers", "we" or "us") operate as joint data controllers when processing your personal data in connection with your use of the Website.</p> <p>Wizz Air and Changeyourflight have entered into a joint controller agreement which sets out our respective roles and responsibilities. Wizz Air is the main point of contact and responsible for taking care of your privacy related requests, queries or complaints. Irrespective of the terms of the arrangement, you may exercise your rights in respect of and against each of the joint data controllers, Wizz Air is also responsible for providing you with information in relation to this processing (as set out in this Privacy Notice) and notifying the relevant supervisory authority in the event of a data breach. If you need more details regarding the joint controller arrangement, please contact us at data.protection@wizzair.com.</p>
<p>WHAT IS THE PURPOSE OF PROCESSING THE DATA?</p>	<p>We will use your data for the purposes below:</p> <ol style="list-style-type: none"> 1) Subscription service provision and management: we process your personal data to fulfil the Wizz MultiPass Terms & Conditions, especially in order to allow for you to subscribe to the Wizz MultiPass service, to manage your subscription, to make your flight bookings and in order to allow for the processing of payments. 2) Marketing communications and newsletters: the purposes of processing your personal data relative to marketing communications and newsletters are to carry out customer satisfaction surveys for analytical purposes, for quality improvements, for service developments, to improve the performance of the website, to measure the success of our advertising campaigns or to tailor services to your needs or send you newsletters on the contact channel of your choice. <p>If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, we will provide you with a new notice explaining all conditions relating to the new processing prior to the new processing takes place. If required, we will seek your consent before commencing the new data processing activity.</p>
<p>WHAT PERSONAL DATA WE PROCESS ABOUT YOU?</p>	<p>For the purposes outlined above we process the data categories indicated below:</p> <ol style="list-style-type: none"> A. Passenger Name Record (PNR) Data: including passenger birth date, passenger gender, passenger name, passenger nationality, passenger resident country, passenger travel document expiry, passenger travel document id, passenger travel document issuing country, passenger travel document type, customer name, customer nationality, customer phone. B. Service Provision Related Data: including subscription related information, passenger name, nationality, gender, age group, passport or Government issued EU National ID card numbers and expiry date, the special service request code (SSR) for passengers who have requested special assistance or service, provided amenities, phone number, email address, credit or bank card or bank account details, flight details, confirmation number, date of birth, details of travel documents, destination, rush bag tag number, description and value of the baggage, baggage tag number, reservation code, signature, cancelled/delayed flight number, booking reference, new flight number, the services you purchased and WIZZ Account number. C. Direct Marketing Communication Data: including name and contact details (phone number, e-mail address), historic booking details and if you have any unfinished booking then the selected starting point and destination, one-way or return flight, departure and arrival times, number of passengers, selected fare type, total amount of fare price, whether the user is a newsletter subscriber, booking type (normal, WIZZ Discount Club, group), selected services, language of the site/Wizz Air application. <p>Please be aware that if we need to perform a contract between you and us or provide you with our services or personalized offers, we will need your personal data. If you do not provide us with the requested personal data, we will not be able to provide you with all or parts of the services you have requested from us.</p>
<p>THE LEGAL BASIS FOR PROCESSING YOUR PERSONAL DATA</p>	<p>To process your personal data, we may rely on the legal bases below:</p> <ul style="list-style-type: none"> Your consent provided to us under Article 6 (1) a) of the EU Regulation 679/2016 ("GDPR") ("Consent").

	<ul style="list-style-type: none"> The processing of your personal data is necessary for the performance of a contract with you under Article 6 (1) b) GDPR (“Contractual Basis”). The processing of your personal data is possible based on either Wizz Air’s, Changeyourflight’s or both Controllers’ legitimate interest under Article 6 (1) f) GDPR (“Legitimate Interest”). We may process your personal data based on our legal obligations pursuant to Article 6(1) (c) GDPR (“Legal Obligation”). <p>We may process your personal data for the purposes and legal bases indicated below:</p> <table border="1" data-bbox="416 418 1385 880"> <thead> <tr> <th data-bbox="416 418 740 477">Purpose of data processing</th> <th data-bbox="740 418 1062 477">Categories of personal data processed</th> <th data-bbox="1062 418 1385 477">Legal Basis</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 477 740 680">Subscription service provision and management</td> <td data-bbox="740 477 1062 680"> <ul style="list-style-type: none"> Passenger Name Record (PNR) Data Service Provision Related Data Service Communication Data Third Party Services Data </td> <td data-bbox="1062 477 1385 680">Contractual Basis</td> </tr> <tr> <td data-bbox="416 680 740 779">Marketing communications and newsletters</td> <td data-bbox="740 680 1062 779"> <ul style="list-style-type: none"> Third Party Services Data </td> <td data-bbox="1062 680 1385 779">Consent</td> </tr> <tr> <td data-bbox="416 779 740 880">Marketing communications and newsletters</td> <td data-bbox="740 779 1062 880"> <ul style="list-style-type: none"> Direct Marketing Communication Data </td> <td data-bbox="1062 779 1385 880">Legitimate Interest</td> </tr> </tbody> </table>	Purpose of data processing	Categories of personal data processed	Legal Basis	Subscription service provision and management	<ul style="list-style-type: none"> Passenger Name Record (PNR) Data Service Provision Related Data Service Communication Data Third Party Services Data 	Contractual Basis	Marketing communications and newsletters	<ul style="list-style-type: none"> Third Party Services Data 	Consent	Marketing communications and newsletters	<ul style="list-style-type: none"> Direct Marketing Communication Data 	Legitimate Interest
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OUR LEGITIMATE INTERESTS	<p>When we process your personal data to meet our legitimate interests, we put in place robust safeguards to ensure that your privacy is protected and to ensure that our legitimate interests are not overridden by your interests or fundamental rights and freedoms.</p> <p>We have conducted the balancing test to conclude our prevailing legitimate interests. We considered the extent to which your interests, rights and freedoms may be impacted by our data processing activities, as well as the organizational structure and operation of the Companies and the privacy guarantees provided by us. On this basis, we have concluded that our relevant data processing activities (as outlined below) do not disproportionately restrict your interests, personal rights and freedoms.</p> <table border="1" data-bbox="416 1131 1385 1514"> <thead> <tr> <th data-bbox="416 1131 660 1182">Processing activity</th> <th data-bbox="660 1131 1385 1182">Balancing test</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 1182 660 1357">Subscription service provision and management</td> <td data-bbox="660 1182 1385 1357">If you subscribe to the Wizz MultiPass service as a business contact person, we consider having a legitimate interest to maintain business communication with you to allow for the provision of the requested services. If a legal entity is the contracting party for the flight services, it is reasonable for you, as the relevant contact persons to expect that your data will be processed to provide the requested service.</td> </tr> <tr> <td data-bbox="416 1357 660 1514">Marketing communications and newsletters</td> <td data-bbox="660 1357 1385 1514">We have a legitimate interest to contact you in relation of carrying out customer satisfaction surveys for analytical purposes, for quality improvements, for service developments, to improve the performance of the website, to measure the success of our advertising campaigns or to tailor services to your needs or send you newsletters through the contact channel of your choice.</td> </tr> </tbody> </table>	Processing activity	Balancing test	Subscription service provision and management	If you subscribe to the Wizz MultiPass service as a business contact person, we consider having a legitimate interest to maintain business communication with you to allow for the provision of the requested services. If a legal entity is the contracting party for the flight services, it is reasonable for you, as the relevant contact persons to expect that your data will be processed to provide the requested service.	Marketing communications and newsletters	We have a legitimate interest to contact you in relation of carrying out customer satisfaction surveys for analytical purposes, for quality improvements, for service developments, to improve the performance of the website, to measure the success of our advertising campaigns or to tailor services to your needs or send you newsletters through the contact channel of your choice.						
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WHO MAY HAVE ACCESS TO YOUR DATA?	<p>Controllers, in the course of our operation, may utilise the services of various data processors and external service providers to handle and process your personal data for specific purposes, on behalf of and in accordance with our instructions. In addition, under the applicable aviation laws Wizz Air is</p>												

	<p>required to share your personal data with governmental bodies, authorities and other enforcement bodies.</p> <p>The transfer of your personal data outside of the European Economic Area is necessary to provide you with a service that you have requested, and your personal data may be accessed by Wizz Air Group members and data processors and service providers from countries that do not provide the same level of data protection as provided in the European Economic Area. We take appropriate measures, which in relation to the recipients of your personal data, is necessary to ensure an adequate level of protection as defined by the applicable data protection law, in particular through the application of the Standard Contractual Clauses issued by the European Commission or by a decision of the European Commission which states that the country in which the recipient of the transferred personal data provides an adequate level of data protection.</p> <p>If, in relation to data transfers abroad, an adequate level of protection of personal data cannot be ensured, then we shall request your express consent relating to any such data transfers abroad. Please note that such data transfers may be associated with certain risks, particularly that in the country of the data recipient, unauthorised third parties may also have unreasonable access to said data and you may not be able to exercise your data protection rights and/or your right to object against acts that may harm your personal data and your right to privacy.</p> <p>On the Website among the origins and destinations, you can find the third countries where your personal data may be transferred, or where it may be accessed from, based on your travel destination and the service providers we use to perform our services.</p> <p>We may disclose your personal data to the following categories of third parties (recipients) for the purposes described below:</p> <ul style="list-style-type: none"> • Wizz Air Group: your personal data may be shared within the Wizz Air Group as far as such is necessary to provide the services you have purchased from us or to facilitate the purchase of third parties' services or products on our website, via our mobile application or through our call centre. For more information about Wizz Air Group, please click here. • Service Providers: we engage certain third parties to provide assistance during the performance of the services bought from us. Such third parties provide the following services: <ul style="list-style-type: none"> • payment processing services; • running loyalty schemes; • marketing agencies; • provision of IT support services; • accounting firms; • provision of customer care services; • other third parties, such as law firms or service providers;
YOUR RIGHTS	<p>You are entitled to exercise your rights indicated below:</p> <p>(i) Right of access: You have a right to ask whether we process personal data about you and, if that is the case, request information on what personal data we have. We will also have to respond to questions about inter alia why we are using your personal data, details about what data we have and to whom we have provided access to the data. Please note that this is not an absolute right and the interests of other individuals may restrict your access rights.</p> <p>We may request additional information from you for identification or for further copies requested by you, we may charge a reasonable fee based on administrative costs.</p> <p>(ii) Right to rectification: We are required to rectify inaccurate personal data, or to complete personal data that is incomplete, on your request.</p> <p>For more information in relation to Wizz Air's rules of name change correction, please click here.</p> <p>(iii) Right to erasure (right to be forgotten): We are in some circumstances required to erase your personal data on your request.</p> <p>(iv) Right to restriction of processing: We are in some circumstances required to restrict our use of personal data on your request. In such cases, we may only use the data for certain limited purposes set out by the law.</p> <p>(v) Right to data portability: You may have the right to receive your personal data to which we have access, in a structured, commonly used and machine-readable format and you may then have a right to transmit those data to another entity without hindrance from us.</p> <p>(vi) Right to object:</p> <div style="border: 1px solid black; background-color: #e91e63; color: white; padding: 5px; margin: 10px 0;"> <p>You have the right to object to the processing of your personal data for any reason relating to your situation, and in this case, we may not be able to process your personal information. If you have the right to object and the exercise of this right is justified, your personal data in concern will not be further processed for the purposes of the objection. The exercise of this right does not entail any costs.</p> </div> <p>If you would like to exercise your data protection related rights, we kindly ask you to contact Wizz Air in the first instance either via our contact details you may find in the 'Data Protection Officer' section, or you may submit your request HERE after logging in into your Wizz account under the data protection tab. If you do not have a Wizz account, you can contact us by submitting your request here: data.protection@wizzair.com.</p>

	<p>If you believe that your privacy and data protection rights have been infringed, you have the right to submit a complaint with the Hungarian National Data Protection and Freedom of Information Agency (Nemzeti Adatvédelmi és Információszabadság Hatóság – NAIH; seat: H-1054 Budapest, Falk Miksa str. 9-11.; website: www.naih.hu; phone: +36-1-391-1400; email address: ugyfelszolgalat@naih.hu; fax: +36 1 391 1410) concerning the data protection activities of Wizz Air.</p> <p>You also have the right to file a complaint with the Spanish Agencia Española de Protección de Datos (seat: C/Jorge Juan, 6, 28001 Madrid; website: https://www.aepd.es/; phone: +34 91 266 3517; email address: internacional@aepd.es; fax: +34 91 455 5699) concerning the data protection activities of Changeyourflight.</p> <p>You may also contact the competent data protection regulatory authority located in the European Union's relevant Member State where your habitual residence, place of work or place of the alleged infringement is.</p> <p>If you are a resident of the United Kingdom, you may contact the Information Commissioner's Office (address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF; telephone: 0303 123 1113; fax: 01625 524510; live chat: https://ico.org.uk/global/contact-us/live-chat/live-chat-individuals/) if you believe that your data protection rights have been infringed.</p>
<p>DATA PROTECTION OFFICER</p>	<p>If you have any further questions about the Privacy Notice or how we handle your personal data please contact us by sending your query to us through our webform by clicking HERE or via letter or email to the Data Protection Officer of Wizz Air (Wizz Air Hungary Ltd., Lecher Ödön fasor 6., H-1095, Budapest, Hungary and / or data.protection@wizzair.com).</p>