

Privacy Notice for Wizz Air passengers on exemption to wear a mask during flight (“Privacy Notice”)

This Privacy Notice describes how **Wizz Air Hungary Ltd.** (registered seat: Laurus Offices, Kőér street 2/A, Building B, H-1103, Budapest, Hungary), **Wizz Air UK Limited** (registered seat: Main Terminal Building, London Luton Airport, Luton, LU2 9LY, United Kingdom and **Wizz Air Abu Dhabi LLC** (registered seat: Wizz Air Abu Dhabi, PO Box 145076, Abu Dhabi, United Arab Emirates) process your personal data in relation to the data processing activity described in this Privacy Notice. Wizz Air Hungary Ltd., Wizz Air UK Limited and Wizz Air Abu Dhabi LLC hereinafter referred to as Wizz Air where each Wizz Air entity acts as independent data controller. This Privacy Notice applies to Wizz Air passengers.

Please read this Privacy Notice carefully, and note that it only summarizes the most important information about the data processing. For further information regarding your rights and processing of your personal data please refer to the general privacy notice prepared for Wizz Air passengers on Wizz Air website (www.wizzair.com).

1. Description of data processing

Considering the special need of some of our customer Wizz Air designed the following process to exempt them from the obligation of wearing mask during the flight.

Firstly, you are required to contact Wizz Air’s call center at least 48 hours prior to your flight to notify us that you are applying for exemption from wearing a mask during your flight with Wizz Air. This will allow us to accommodate your need at the airport. It is important that you only need to notify us of the fact that you are requesting special treatment and Wizz Air not requesting any information on your health condition, e.g. diagnosis or reason of not being able to wear a mask. Should you share such personal data with Wizz Air we will process those based on your voluntary consent.

Before boarding the aircraft you are required to present the original hardcopy of your medical certificate confirming you are not able to wear mask due to an underlining medical condition and a negative PCR COVID-19 test to the Wizz Air personnel at the check in desk and the boarding gate to be eligible being exempted from wearing mask during your flight with Wizz Air. Both documents shall be issued not later than 48 hours prior to the departure of your flight and in the English language. Wizz Air will not make any records or copy of your medical certificate or COVID-19 test results, but verifies their content by checking it.

2. What types of personal data Wizz Air processes about you, for what purposes and on what legal bases?

Wizz Air processes your personal data for the below purposes:

Purpose of data processing	Types of processed personal data	Legal base of data processing
Registering your request for special treatment	Name, phone number, Wizz account number, flight related data/information, the fact you are requesting exemption from wearing mask, other data, information or fact that you share with us during the call	Performance of service contract (GDPR Article 6 (1) b)) and your consent for special category personal data that you share with us
Recording your call to comply with consumer protection legal obligations	Name, phone number, Wizz account number, flight related data/information, the fact you are requesting exemption from wearing mask, other data, information or fact that you	Legal obligation (GDPR Article 6 (1) c))

	share with us during the call, unique identifier of the call recording	
Ensure that you are eligible being exempted from wearing mask during your flight because of your health condition	Wizz account number, identification data, travel related data, the fact that the passenger requested exemption from wearing mask, personal data contained in the medical certificate	Legitimate interest of Wizz Air and third parties, namely other passengers travelling with the same flight, to ensure that wearing a mask is not possible for the data subject (GDPR Article 6 (1) f))
Ensure the health of other passengers and Wizz Air personnel	Personal data contained in the PCR test	Legitimate interest of Wizz Air and third parties, namely other passengers travelling with the same flight, to ensure that a passenger who is not wearing a mask is not infected by COVID-19 (GDPR Article 6 (1) f))

As indicated above it is necessary to process your special category of personal data by Wizz Air, more specifically the fact that that you are eligible for the exemption that you can not wear a mask because of your health condition, and the fact that you are not infected with COVID-19. The negative PCR test is necessary to ensure the health of other passengers and of Wizz Air personnel.

Such information will be limited to what is proportionate and necessary, taking into account of the latest guidance issued by the Hungarian Government, health professionals and the Hungarian National Authority for Data Protection and Freedom of Information, in order to manage and contain the virus.

We will store the call recording for 5 years after recording it in accordance with consumer protection laws and maintain records of the service you requested for a period of six years from the fulfilment of the contract concluded with us (i.e. deletion of your WIZZ Account).

3. How long do we process your personal data?

Wizz Air does not collect or store your personal data, Wizz Air personnel only verifies the content of the documents presented to them.

4. Who may have access to your personal data?

Only Wizz Air personnel verifying the content of the documents have access to your personal data.

5. Who do we share your personal data with?

Wizz Air does not share your data to any third party.

6. International data transfers

During the course of the data processing, Wizz Air does not transfer your personal data to third countries outside the European Economic Area and/or to international organizations. However, if your flight departs from a country not being part of the European Economic Area the processing of your personal data will take place in the departure country, but taking into account the nature of processing your personal data, especially the fact that Wizz Air will not record your health related data, in our view the data processing activity does not carry risk to your rights and freedoms.

7. What rights you have relating to the Data Processing?

Corresponding to applicable data protection laws, you – based on particular circumstances – shall have the:

- (i) right to request access to your personal data;
- (ii) **right to object against the processing of personal data.**

You can exercise your rights by sending an email to Wizz Air's data protection officer or you can 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](#).

For the purposes set out in this privacy notice Wizz Air does not apply decision-making based on automated data processing.

8. About your legal remedies

If you consider that the processing of your personal data breaches the provisions the applicable data protection laws, you have the right to lodge a complaint with National Authority for Data Protection and Freedom of Information (1051 Budapest, Falk Miksa 9-11.; phone: +36 1 391 1400; e-mail: ugyfelszolgalat@naih.hu).

If the data protection authority does not take action with your lodged complaint, or does not inform you within three month about the developments of the proceeding or its result, or you consider, that the processing your personal data violates your rights under GDPR, you shall have the right to file a claim with the competent court.

9. Further information and data protection officer

For further information regarding the processing of your personal data you may contact Wizz Air's data protection officer by at Wizz Air Hungary Ltd., Laurus Offices, Kőér street 2/A, Building B, II-V., H-1103 Budapest, Hungary or at data.protection@wizzair.com.