



Data Protection Information

With this Privacy Notice, please be informed about the potential collection and processing of your personal data as well as about the rights you are entitled to as a Data Subject.

We seriously take care of your privacy, and we assure our best commitment in the protection of the personal data you may share with us. We will be clear and transparent about the information we are collecting and what we will do with that information. Your personal data will be processed lawfully, fairly and limited to what is strictly necessary, in a manner that ensures appropriate security to that data.

1. Controller

The Data Controller who determines the purposes and means of the processing of your personal data is Lufthansa Technik Middle East, Dubai Airport Free Zone, Dubai United Arab Emirates. If you have further questions on the subject of data protection in connection with the processing of your personal data, please contact our data protection coordinator: Fatima Umar Hayat

- Email: dataprotection.ltme@lht.dlh.de

Other Contacts:

LTME's EU Representative:

- Lufthansa Technik AG
Weg beim Jager 193, 22335 Hamburg, Germany
Phone: +49 40 5070 0

LH Group Data Protection Officer:

- Email: datenschutz@dlh.de

2. Scope and Purpose of and Legal Basis for the Processing of Personal Data

We may collect and process personal data relating to you as a customer, supplier, business partner, service provider, contractor, consultant, or representative of such external party, where necessary for our business relationship with you or the organization you represent.

The personal data we may process is limited to information relevant for these purposes and may include:

- information about you, such as your name, title or position, business contact details, address, tax code or identification details where required, and other information necessary to manage the relationship;
- information about the company or organization you represent, such as its name, address, VAT or tax code, email address, telephone number and fax number; and
- information contained in communications exchanged with us, including by letter, email, telephone, calls or social media.

3. What Do We Use Your Personal Data for, Why and How?

We may collect your personal data directly from you, for example when you enter into an agreement with us, request goods or services, contact us, or visit our website. We may also collect personal data from third parties or publicly available sources, where relevant to our relationship with you.

When collected, your personal data may be used for the following purposes:

- To comply with legal, regulatory, contractual, tax and administrative obligations;
- To carry out preliminary activities before entering into a contract with you;
- To enter into, manage and perform an agreement with you, including fulfilling obligations connected with that agreement;
- To provide the goods, services, information or support requested by you;
- To manage tax, accounting, administrative and other obligations connected with agreements;
- To provide technical support and exchange technical information relating to goods and/or services requested or purchased by you.

Your personal data may be collected and processed through paper documents, telephone communications, email, electronic systems and other appropriate communication channels. We apply appropriate technical and organizational security measures to protect personal data against unauthorized access, disclosure, accidental loss, destruction or damage. Processing is carried out using data management practices designed to maintain the confidentiality, integrity and security of personal data, in accordance with applicable data protection laws, including the UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data and the EU General Data Protection Regulation, including Article 32 of the GDPR.

4. Legal Ground for Processing

We will only process your personal data where we have a valid legal basis to do so under applicable data protection laws, including the UAE Federal Decree-Law No. 45 of 2021

on the Protection of Personal Data and, where applicable, the EU General Data Protection Regulation.

The applicable legal basis will depend on the purpose for which your personal data is collected and used. In some cases, your consent may be required. In other cases, we may process your personal data without consent where permitted under applicable law. We may collect and process your personal data where:

- You have given your consent for the processing of your personal data for one or more specific purposes, such as marketing purposes;
- Processing is necessary for the performance of a contract to which you are a party, or in order to take steps at your request before entering into a contract;
- Processing is necessary for compliance with a legal obligation to which we are subject under applicable law, including UAE law and/or EU law, where applicable;
- Processing is necessary for the performance of a task carried out in the public interest, where recognized or required under applicable law.

5. Duration of Data Processing

Personal data will be retained only for as long as necessary to fulfil the purposes for which it was collected or otherwise processed. Once the relevant purpose no longer applies, the personal data will be erased or anonymized, unless further retention is required or permitted under applicable law.

Personal data may also be retained where necessary for the establishment, exercise, or defense of legal claims, including for the duration of applicable limitation periods. In addition, personal data may be stored for longer where Lufthansa Technik Middle East is subject to statutory, regulatory, tax, commercial, or other legal retention obligations under applicable UAE law, the EU GDPR, or other applicable data protection laws.

6. Right to Object in Accordance with Article 21 of the GDPR

You have the right to object, on grounds relating to your particular situation, at any time to the processing of personal data concerning you which is based on Article 6(1)(e) or (f) of the GDPR, including profiling based on those provisions.

The controller shall no longer process the personal data concerning you unless it demonstrates compelling legitimate grounds for the processing which override your interests, rights and freedoms, or for the establishment, exercise or defense of legal claims.

Where personal data concerning you is processed for direct marketing purposes, you have the right to object at any time to the processing of personal data concerning you

for such marketing, which includes profiling to the extent that it is related to such direct marketing.

If you object to processing for direct marketing purposes, the personal data concerning you will no longer be processed for such purposes.

7. Disclosure of Personal Data to Third Party

We may be required to forward your personal data to third parties within or outside Lufthansa Technik Middle East in order to be able to offer you our products and services on the basis of our contractual obligations or our legitimate interests. These recipients can be categorized as follows:

- Service providers
- Transportation and logistics
- Marketing
- IT
- Government bodies and authorities
- Members of the Lufthansa Technik Group

In the process, personal data may be transferred to third countries or international organizations. In order to protect you and your personal data, there are suitable safeguards in such cases as stipulated by and in compliance with statutory requirements (in particular the use of EU standard contractual clauses) or there is an adequacy decision adopted by the EU Commission (Article 45 of the GDPR).

8. Rights of Data Subjects

Lufthansa Technik Middle East is committed to the fair and transparent processing of data. We therefore believe it to be important that data subjects not only have the right to object, but can also exercise the following rights, if the relevant legal requirements are fulfilled:

- Right to access personal data and obtain information (Article 15 of the GDPR)
- Right to rectification (Article 16 of the GDPR)
- Right to erasure ("right to be forgotten") (Article 17 of the GDPR)
- Right to restriction of processing (Article 18 of the GDPR)
- Right to data portability (Article 20 of the GDPR)
- Right to withdraw consent

You can contact dataprotection.ltme@lht.dlh.de by e-mail to exercise your rights. To handle your request and for the purpose of identification, we note that we will process your personal data in accordance with Article 6(1)(c) of the GDPR.

You also have the right to lodge a complaint with a supervisory authority. The supervisory authority responsible for Lufthansa Technik Middle East is the Supervising Authority of our EU Representative, Lufthansa Technik AG: **Der Hamburgische Beauftragte für Datenschutz und Informationsfreiheit**

9. Consent

Where we process your personal data on the basis of your consent, you may withdraw your consent at any time.

Withdrawal of consent will apply only to future processing and will not affect the lawfulness of any processing carried out before your consent is withdrawn.

In some cases, we may continue to process your personal data after consent has been withdrawn where another valid legal basis applies, such as where processing is necessary to perform a contract with you or the organization you represent, or to comply with a legal obligation