



HAMAD INTERNATIONAL AIRPORT (HIA)

# Privacy Notice

DOCUMENT	QTR-CNT-PL-0040
DATE	SEPTEMBER 2025
ISSUE	03

APPROVED

Chief Legal Officer and General Counsel \_\_\_\_\_

**PROPRIETARY AND CONFIDENTIAL INFORMATION NOTICE**

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## Privacy Notice

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### 1. OVERVIEW

Hamad International Airport is committed to protecting your personal data and your right to privacy.

This Privacy Notice (together with our Terms and Conditions, our [Cookie Policy](#) and any other documents referred to herein) sets out the basis on which we process Personal Data ("**Privacy Notice**"). By "**Personal Data**" we mean any information relating to an identified or identifiable person.

The latest version of our Privacy Notice can be found on our website [www.dohahamadairport.com](http://www.dohahamadairport.com) ("**Website**") and mobile application ("**Mobile App**"). If we change this Privacy Notice, we will inform you about the changes by publishing the updated version on the Website and Mobile App. Subject to applicable laws, the English version of this Privacy Notice will prevail over any version of this Privacy Notice translated in another language.

### 2. WHEN DOES THIS PRIVACY NOTICE APPLY?

This Privacy Notice applies to the processing by HIA of Personal Data we process in connection with your relationship with us as a customer or potential customer of the Airport or when you use the Website or Mobile App and other digital channels including kiosks, digital human, QR codes etc.

### 3. WHO IS RESPONSIBLE FOR YOUR PERSONAL DATA?

- 3.1 Qatar Company for Airports Operation and Management W.L.L., a Qatari company organised and existing under the laws of the State of Qatar with its registered office at Qatar Airways Tower, PO Box 22550, Doha, State of Qatar ("**HIA**", the "**Airport**", "**we**", or "**us**") is responsible, as controller, for the collection and use of Personal Data described in this Privacy Notice.
- 3.2 In this Privacy Notice, we explain what Personal Data we process and for what purposes, and to which persons or entities the Personal Data will be provided.

### 4. HOW WE COLLECT AND RECEIVE PERSONAL DATA

- 4.1 We may collect and receive Personal Data directly from you or from your authorised representatives or from third parties, including when you:
  - (1) use our Website or Mobile App and other digital channels including kiosks, digital human and QR codes;
  - (2) communicate with us such as by email, telephone, in writing or through our customer services pages or social media platforms; or
  - (3) use the Airport or any facilities and services (including but not limited to Wi-Fi services) within the Airport.
- 4.2 Where you may disclose Personal Data on behalf of another person, you undertake and will ensure that the individual whose Personal Data is supplied to HIA has authorized the disclosure and is informed of this Privacy Notice before you disclose such Personal Data. Where the disclosure is in respect of a child's Personal Data, you should do this only as the parent or legal guardian of that child. If you choose not to provide required Personal Data, we may be unable to deliver certain services, fulfil legal obligations, or complete transactions.

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### 5. WHY DO WE USE YOUR PERSONAL DATA?

#### 5.1 To provide services in relation to your passenger journey

##### (1) What does this mean?

Our Mobile App's boarding scan feature processes your Personal Data to provide flight details. Your boarding pass is also processed through the security gates and screening systems.

If you choose to share your location in our Mobile App, we process your location to notify you when entering or exiting the Airport, and allow you to navigate from one point to the other in the airport. You may also use other digital channels like digital human, QR codes or use the kiosks to query your flight gates and seek information about Airport services or directions.

##### (2) What are our legal grounds for doing this?

We process your Personal Data for boarding scan feature based on your consent provided through the Mobile App. Processing of boarding pass via security gates and screening systems and providing responses to your queries through our digital channels is based on our legitimate interest.

##### (3) Which Personal Data do we use for this purpose?

For this purpose, we may use the Personal Data you entered into the Mobile App, including scanning of the boarding pass, and the technical data from your device such as its IP-address and location data.

#### 5.2 When you interact with us (online or offline)

##### (1) For answering your questions or responding to your complaints or requests

###### (i) What does this mean?

If you get in touch with us in person, via email, website, telephone, in writing, through our customer services agents, social media or by your authorised representative for the purpose of the relevant enquiry, we will use your Personal Data in order to reply to and answer your question or to respond to your complaints or requests (e.g., to assist you in processing a transaction or in providing technical assistance).

###### (ii) What are our legal grounds for doing this?

We will process your Personal Data based on our legitimate interest to provide customer care to you based on your request.

###### (iii) Which Personal Data do we use for this purpose?

We may use your name, contact details, email address, date of travel, origin, destination, your correspondence with HIA about your questions and all other Personal Data necessary to answer your questions. We may monitor or record your phone conversations for training and customer services purposes.

##### (2) To allow you to connect with us via social media

###### (i) What does this mean?

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HIA is active on social media platforms like Facebook, X, LinkedIn, YouTube, and Instagram. When you contact us via social media, we will use your Personal Data in order to answer your questions and to respond to your messages.

### (ii) What are our legal grounds for doing this?

We process your Personal Data based on our legitimate interest to provide customer care, based on your request, and to understand your preference and interests.

### (iii) Which Personal Data do we use for this purpose?

Depending on the communication channel you have chosen to use to connect with us, we use any Personal Data you supply to HIA. This may include your name, address, email address, gender and other Personal Data you have included in your message. In addition, when you click one of the buttons displayed for example "Like" or "Share" on one of our social media pages to indicate your interest and communicate with your network via the third party social media platform, the relevant social media platform might place cookies on your device. To read more about cookies, please refer to our [Cookie Policy](#).

## 5.3 For the use of, development and improvement of our facilities and/or services

### (1) What does this mean?

It is important for us to continue to provide you with our award-winning Airport facilities, services and uphold the HIA brand. In order to achieve this, we use your Personal Data so that we can assess, analyse and improve our facilities and services to you. For this purpose, we keep track of how often you visit our Website and which pages you click on.

We may also use non-identifiable user location to identify points of interest at the Airport.

When you access and use HIA Wi-Fi services, we will process your Personal Data in order to provide such Wi-Fi services to you.

In addition, we use non-personally identifiable data (aggregated data) to analyse our customers' behaviour, perform research into market trends through statistical analysis to evaluate and adapt our products, marketing to new developments and to make our promotions and offers relevant to you. Our research results are only reported within our organisation on an aggregated basis.

We also regularly use surveys to find out whether you are satisfied with our service. These surveys are conducted through our Website and via offline channels. We use your responses to surveys for quality assessments and to improve your customer experience.

### (2) What are our legal grounds for doing this?

With respect to Personal Data processed in relation to our Wi-Fi we will process your Personal Data based on the performance of a contract, in accordance with our Wi-Fi Terms of Use.

In addition, we process your Personal Data as it is our legitimate interest to continuously improve our services.

Where we process location data, we do so based on your consent.

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### (3) Which Personal Data do we use for this purpose?

For the purpose of developing and improving our facilities and services, we use your contact details such as your email address, contact number, and other Personal Data such as your approximate location.

For the purpose of providing you Wi-Fi access, you will be required to provide your mobile number or PNR.

In addition, we use the Personal Data you entered into our Website or that were generated by the functionalities you used in our Website and the technical data from your device such as its IP address, the pages you visited on our Website, your click- and surf behaviour and the length of your session.

## 5.4 For promotional purposes

### (1) What does this mean?

If you have turned on and consented to provide access to your location services and Bluetooth in the Mobile App, we may send promotions (offers and concessions from the commercial participating outlet) via beacons.

### (2) What are our legal grounds for doing this?

Where we process your Personal Data for marketing purposes, we do so based on your consent.

### (3) Which Personal Data do we use for this purpose?

Your location, provided that you have consented to provide access to your location and your Bluetooth is turned on.

## 5.5 To safeguard security

### (1) What does this mean?

In order to safeguard the physical security in and around HIA premise and of the individuals using HIA facilities.

### (2) What are our legal grounds for doing this?

We are obliged to secure HIA premises under applicable laws and regulations.

### (3) Which Personal Data do we use for this purpose?

We capture video footage and audio via CCTV cameras installed within and around HIA premises that allows us to monitor and comply with our legal obligations and ensure appropriate physical controls are effective.

## 6. COOKIES

We also collect information through the use of cookies. Cookies are small files of information which save and retrieve information about your visit to our Website; for example, how you entered our site, how you navigated through the site, and what information was of interest to you. Read more about how we use cookies in our [Cookie Policy](#) which is available on our Website. At this time, we do not respond to browser 'do-not-track' signals, as we await for a uniform standard put forth by

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regulators or the privacy industry. Do-Not-Track is a preference you can set in your web browser to inform websites that you do not want to be tracked. You can enable or disable Do-Not-Track by visiting the preferences or settings page of your web browser.

### 7. WHO HAS ACCESS TO YOUR PERSONAL DATA?

#### 7.1 Access to your Personal Data within Qatar Airways Group and data transfers

As a global organisation headquartered in the State of Qatar, Personal Data may be transferred internationally throughout the Qatar Airways Group for business or administrative purposes. We may send the Personal Data to countries whose data protection laws may not be as extensive as those in the European Economic Area ("EEA"). If necessary, HIA will ensure that adequate safeguards are in place to comply with the requirements for the international transfer of personal data under applicable data protection and privacy laws. HIA employees are authorised to access Personal Data only if necessary to serve the applicable purpose and to perform their jobs.

We may disclose your Personal Data to our shareholders and any member of our Group for business and administrative purposes.

#### 7.2 Access to your Personal Data by third parties

We may disclose or share your Personal Data with third parties. HIA may disclose Personal Data we collect or receive, including:

- (a) to you or those acting on your behalf; where local regulations require, we may obtain your consent in writing for the purpose of allowing anyone else to act on your behalf;
- (b) to third parties including airlines, ground handling agents or other companies to provide a service to, or perform a function for us or who are otherwise appointed by us in connection with the services we offer you including those who are acting as our agent or sub-contractor, including, without limitation, data processing service providers and our legal and other professional advisors;
- (c) to third parties, including law enforcement officials, law courts and government and regulatory authorities; (i) if we believe disclosure is required by any applicable law, regulation or legal process (such as to respond to subpoenas or judicial orders); or (ii) to protect and defend our rights, or the rights or safety of third parties, including to defend against legal claims; and
- (d) to customs and government authorities, which require by law access to Personal Data. In other cases, your Personal Data will not be supplied to third parties, except where required by law.

#### 7.3 The use of your Personal Data by data processors

When a third party processes your Personal Data solely following HIA's instructions, it acts as a data processor. We enter into an agreement with the relevant data processor for the processing of your Personal Data. In this agreement, we include obligations to ensure that your Personal Data is processed by the data processor solely to provide services to us and to ensure that the data processor has adequate safeguards in place and complies with the applicable data protection laws.

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### 8. HOW DO WE KEEP YOUR DATA SAFE?

#### (1) Safeguards

HIA has taken adequate safeguards to ensure the confidentiality and security of your Personal Data. We are committed to ensuring that your Personal Data is secure. In an effort to prevent unauthorised access to, or disclosure of your Personal Data, we have put in place physical, technical, and administrative safeguards to protect your Personal Data against accidental, unlawful destruction or accidental loss, damage, alteration, unauthorised disclosure or access, as well as all other forms of unlawful processing (including, but not limited to, unnecessary collection) or further processing. In order to protect the security of your information, where necessary, we use encryption technology when collecting or transferring Personal Data.

Although we use reasonable and appropriate efforts to protect your Personal Data, we cannot guarantee the security of your Personal Data transmitted to our Website or Mobile App via internet or similar connection.

#### (2) Children

We do not intentionally gather Personal Data about minors without parental or guardian consent. We are not able to identify the age of persons who access and use our Website or Mobile App. If you believe we have inadvertently collected Personal Data about a minor (according to applicable laws), without parental or guardian consent, the parent or guardian should contact us, and we will attempt to remove this information.

#### (3) Retention

We will retain Personal Data for as long as required by relevant laws or as is necessary to fulfil the purpose for which it was collected and the business requirements of HIA as described in this Privacy Notice and in line with our Data Retention Policy. For example, calls received at our Airport Contact Center are recorded and stored for one (1) year for internal audit purposes.

When erasing Personal Data, we will take commercially reasonable and technically possible measures to make the Personal Data irrecoverable or irreproducible in accordance with the applicable laws.

### 9. YOUR RIGHTS

You can exercise your rights to access, rectification, erasure, restrict processing, data portability, objection or rights in relation to automated individual decision-making, including profiling, in relation to the Personal Data that HIA processes at any time by sending a request via a dedicated '[Subject Access Request](#)' portal on the 'Contact Us' page of our Website.

Before proceeding with your request, we will verify your identity to ensure that we provide the requested information to the data subject to whom it pertains. If you have authorised an agent to make a request on your behalf, we require that you or your authorised agent provide us with a copy of the written permission to submit such a request on your behalf.

We will not charge a fee to respond to your request unless the request may be deemed as manifestly unfounded or excessive.

If you feel that we do not comply with applicable privacy rules, you have the right to lodge a complaint with a competent data protection authority.

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### 10. CONTACT US

Should you have any questions about the processing of your Personal Data or this Privacy Notice, please contact:

Qatar Airways Group  
Qatar Airways Tower 1  
PO Box 22550  
Doha, State of Qatar  
Attention: Data Protection Officer

To send an email to our Data Protection Officer regarding the processing of your Personal Data click [here](#).