PRIVACY POLICY

Allied Aero Services Sweden AB

Effective date: 15 October 2025

1. Who we are

Allied Aero Services Sweden AB (company registration number 559394-8424), Hangarvägen 4, Malmö Airport, Sweden ("Allied Aero", "we", "us"), is responsible for the personal data it processes as described in this policy, unless we tell you otherwise for a specific activity.

Contact: info@alliedaero.se | Website: www.alliedaero.se

2. Whose data we process and why

We may process personal data relating to website visitors, people who contact us, customers and their representatives, aircraft operators, passengers and crew, suppliers and subcontractors, and other business contacts.

Depending on the service, data may include your name, business and contact details, correspondence, booking and handling information, travel or operational details, and information needed for invoicing, security, access arrangements or legal compliance. For air ambulance or other special operations, we may receive limited health-related or other sensitive information where necessary to coordinate the requested service. Such information is handled with additional care and only where a lawful condition for processing applies.

We use personal data to respond to enquiries; arrange and deliver FBO, handling and related services; coordinate flights and passenger or crew requirements; manage customer and supplier relationships; administer payments and accounting; protect our operations and facilities; meet legal, regulatory and aviation-related obligations; and handle claims or disputes.

3. Legal grounds

Under the GDPR, we process personal data where necessary to take steps at your request or perform a contract, comply with a legal obligation, pursue legitimate interests (such as operating our business, coordinating services, maintaining security and handling claims), or where you have given consent. Where sensitive data is involved, we will also rely on an applicable additional condition under the GDPR. We do not rely on consent where another lawful ground is appropriate.

4. Where data comes from and who receives it

We usually receive data directly from you or your organisation. For flight and handling services, we may also receive relevant information from aircraft operators, charter brokers, ground handlers, service providers or other parties involved in arranging the operation.

Where necessary, we may share relevant information with customers and operators, airports and authorities, emergency or medical service partners, ground and other service providers, payment and accounting providers, IT and website providers, insurers and professional advisers. We only share information that is reasonably necessary and require service providers processing data on our behalf to protect it. We may disclose information where required by law or a competent authority.

We do not sell personal data. If a service provider or recipient is located outside the EU/EEA, any transfer will be made only where permitted by applicable data-protection law and with required safeguards.

5. How long we keep data

We keep personal data only for as long as necessary for the purpose for which it was collected. The period depends on the type of information and the relevant service. Business, invoicing and accounting records are retained for the period required by law; operational records may be retained for applicable aviation, security, contractual or claims purposes. Enquiries that do not lead to a business relationship are normally deleted when no longer needed. We securely delete or anonymise data when it is no longer required.

6. Your rights

Subject to the conditions and exceptions in the law, you may request access to your personal data, correction, erasure, restriction of processing, or data portability. You may also object to processing based on our legitimate interests. Where we rely on consent, you may withdraw it at any time; this does not affect processing carried out before withdrawal. These rights are not absolute and may be limited by legal obligations or other lawful grounds.

To exercise your rights, contact info@alliedaero.se. We may need to verify your identity before responding. We normally respond within one month, as required by the GDPR, subject to lawful extensions.

7. Security and complaints

We use appropriate technical and organisational measures to protect personal data against unauthorised access, loss, alteration or disclosure. No method of transmission or storage is completely secure, but we take reasonable steps to protect the information we handle.

If you believe we have processed your personal data unlawfully, you may contact us or lodge a complaint with the Swedish Authority for Privacy Protection (Integritetsskyddsmyndigheten, IMY): www.imy.se.

8. Website cookies and third-party websites

Our website may use necessary cookies and, where applicable, optional cookies or similar technologies. Non-essential cookies will only be used with consent where required by Swedish law. The cookie information shown on the website explains which cookies are used, their purposes and how to change your choice. External websites linked from our website are governed by their own privacy and cookie notices.

9. Changes to this policy

We may update this policy when our processing or legal requirements change. The current version and its effective date will be published on www.alliedaero.se.