

PRIVACY POLICY



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1. OVERVIEW

At Vancouver Airport Authority (the “**Airport Authority**”), we pride ourselves on being one of the best airports in the world - as voted by you! - and we work hard to earn it. In order to provide you with a safe, secure and world-class experience, we sometimes need to collect, use and disclose your personal information.

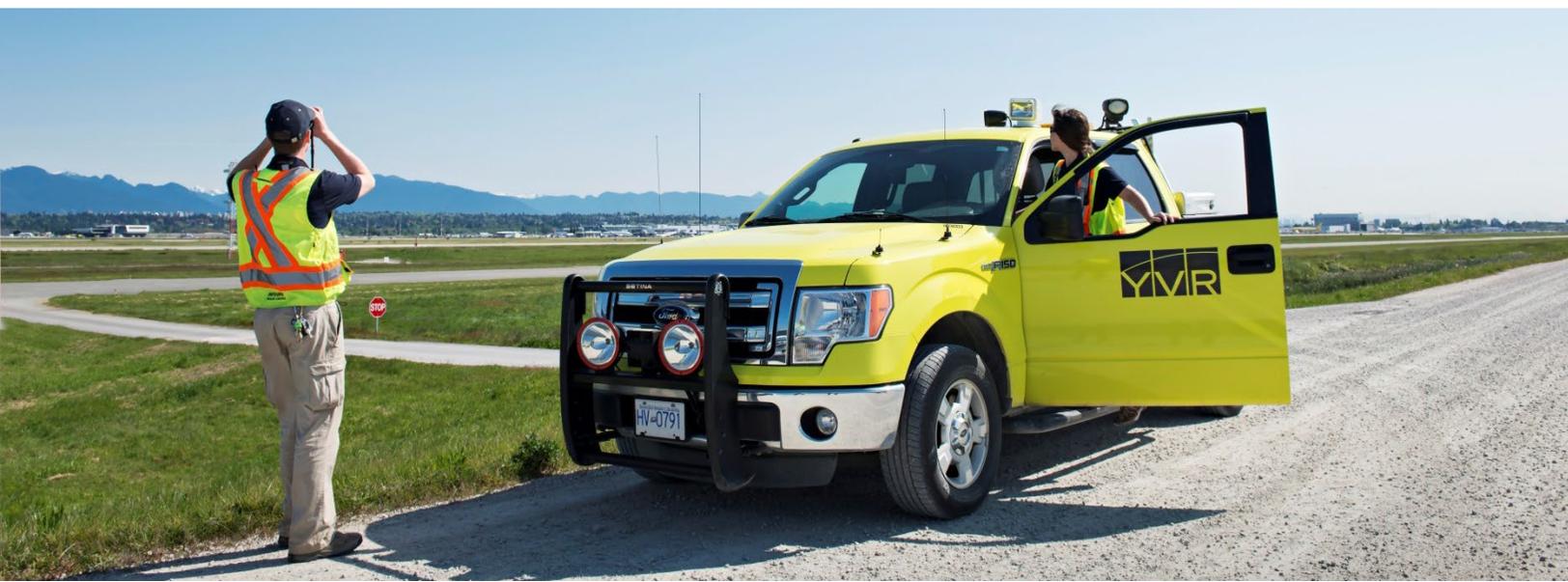
What does this Policy do? It describes how and why the Airport Authority collects and uses our visitors’ personal information and what we do with that information.

Who does this Policy apply to? Anyone who uses the Airport Authority’s products, services, or facilities, including our website (www.yvr.ca), as well as visitors to Vancouver International Airport (“**YVR**”), like passengers, customers, Airport Authority employees, and people working on Sea Island, including YVR contractors, subcontractors or vendors.

2. WHAT IS “PERSONAL INFORMATION”?

“Personal information” is any information about an identifiable individual. Examples include:

- Name, date of birth and contact information
- Identification numbers (e.g. passport info)
- Financial information (e.g. credit card number, bank account details)
- Health information (e.g. accommodation needs)
- Video surveillance images



3. WHY DO WE NEED YOUR PERSONAL INFORMATION?

You likely disclose personal information in your everyday life, whether it's paying for parking with a credit card or providing your email address to subscribe to online newsletters. The same goes for your experiences at YVR. During your various interactions with us, we collect your personal information to ensure your safety and security during your time at YVR and to provide you with a world-class experience. Common examples where personal information may be collected include:

- Development, improvement and delivery of products and services
- Monitoring safety and security of airport operations
- Processing payment for the use of our products, services, and facilities
- Compliance with legal and regulatory requirements
- Understanding and responding to customer comments and legal matters
- Identification and direct marketing purposes

If we need to collect your personal information, we endeavour to only collect the information required for that specific purpose. Where possible, we will notify you at the time of collection, tell you why we need it and what we plan to use it for.



4. HOW DO WE OBTAIN YOUR CONSENT?

Consent can either be:

EXPRESS

(e.g. checking a box)

-or-

IMPLIED

(e.g. using Airport Authority products, services, or facilities)

When you provide the Airport Authority with your personal information, you consent to us using it as set out in this Policy, and as may be further explained at the time of collection. Sometimes you will be asked to give your express consent, such as checking a box to indicate your consent. Other times, your consent may be implied when we can reasonably conclude that you have given consent by your actions. For instance, when you use Airport Authority products, services or facilities, we view your use as implying your consent for us to collect, use, and disclose your personal information for the purposes set out in this Policy.

If you provide us with another person's personal information, we assume that you have already obtained that person's consent to our collecting, using and disclosing their personal information in accordance with this Policy.

You may refuse or withdraw consent at any time on reasonable notice to the Airport Authority, except where prohibited by law or contract. Please note that if you refuse or withdraw your consent, we may be prevented from providing you with certain products, services, or facility access that require your consent.

If you would like to refuse or withdraw your consent, please contact our Privacy Officer at privacyofficer@yvr.ca. We will explain your options so you can make an informed decision.

Can I opt-out of YVR emails? You may opt-out of receiving our promotional messages at any time by emailing us at community_relations@yvr.ca or use the unsubscribe feature within our promotional emails.

5. VIDEO SURVEILLANCE

Since we cannot be everywhere at all times, we ensure the safe and efficient operation of YVR by using 24-hour video surveillance throughout the airport and the surrounding area. We maintain, collect and use video surveillance to:

- Monitor the safety and security of people and ensure compliance with regulatory requirements
- Protect Airport Authority property and the property of our employees, passengers, contractors, business partners and visitors to YVR
- Monitor airport operations and improve Airport Authority services and facilities

Can I refuse to consent to video surveillance? If you visit YVR, you cannot refuse to consent to video surveillance. The Airport Authority is under video surveillance at all times for security and other purposes. When you visit any of our premises, including our parking lots and outside areas, you will be recorded and any video surveillance data may be collected, used and disclosed in accordance with this Policy.

What does the Airport Authority do with recorded video surveillance? We treat your right to privacy very seriously and only use or disclose video surveillance to ensure safe and secure operations at YVR, where we are required by law, or with the consent of the individual who has been recorded.

We take steps to ensure that video surveillance is protected against risks like loss, theft, unauthorized access, disclosure, copying, use, modification, or premature destruction. We do this with various safeguards, including physical, administrative, and electronic security measures.

Video surveillance footage is stored in a secure location that can only be accessed by authorized personnel, or with the consent of our Privacy Officer. Any unauthorized access to video surveillance footage must be reported to our Privacy Officer.

WHAT IS “VIDEO SURVEILLANCE”?

Capturing images or videos by closed circuit television systems (CCTV) which record and store information about the movements of people around YVR

6. WHAT INFORMATION DO WE COLLECT FROM OUR WEBSITE?

When you visit our website (www.yvr.ca), we automatically collect information that does not identify you personally, but tells us other things about you: your location, preferences, electronic device, as well as details from your visit to our website, like the type of web browser you use and the content you accessed or downloaded.

The Airport Authority uses this non-personal information for system administration purposes such as analyzing trends, administering our website, tracking user movements, and gathering demographic information for internal use, like statistical analysis, website improvement and improving user experience. We may disclose this type of non-personal information to third parties, like our consultants, and we may permanently archive it for future use. If this non-personal information is combined with your personal information, then we treat it all as personal information.

What are “cookies” and does the Airport Authority use them? Cookies are data files sent to your browser and stored on your hard-drive when you visit certain websites. Cookies help to enhance your experience by customizing content based on your activities on a website. We use “per session” cookies to track your usage on our website during your current visit only and the cookies are deleted once you exit the site.

7. DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES

Third parties are individuals or organizations other than the Airport Authority and yourself. This includes financial institutions, government agencies and security contractors. Sometimes, we need to disclose your personal information to third parties to facilitate services or ensure the security of our property.

When we disclose personal information to a third party, the Airport Authority will make reasonable efforts to ensure that the third party has appropriate security procedures in place to protect the personal information it receives.

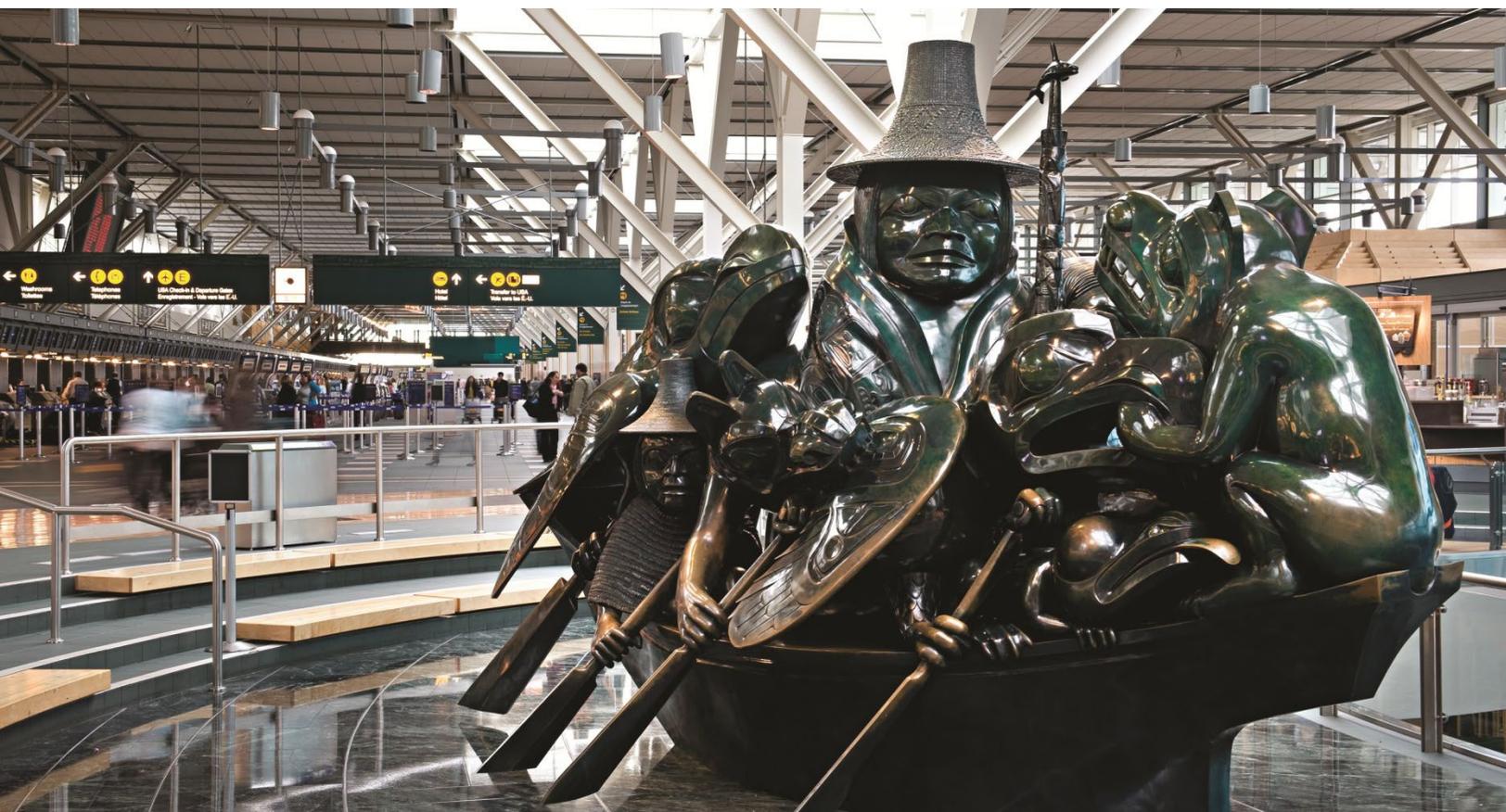
8. HOW WE STORE YOUR PERSONAL INFORMATION

We endeavor to retain your personal information for as long as it is needed for the purposes it was collected. Personal information used to make a decision that directly affects an individual, including whether to hire the individual as an employee, will be retained in accordance with the Airport Authority's *Data Retention and Destruction Policy*.

We store and process your personal information in secured locations. If we use third party service providers (for example, web hosting providers and/or payment processors) or disclose your information to third parties, we take all reasonable steps to ensure that the third party uses your personal information in accordance with this Policy and has safeguards in place for the secure storage of your personal information.

Please note that your personal information may be transferred outside of Canada, including to the United States, as a result of compliance with laws or use of third party servers. Once outside of Canada, it becomes subject to the laws of the foreign jurisdiction, which laws may or may not be different from Canadian laws.

We know how important it is to keep your personal information secure. We use physical, administrative and technological measures to protect personal information in accordance with the sensitivity of the information. Safeguards include locked file cabinets, secure servers and limiting access to only those individuals required.



9. HOW TO ACCESS YOUR PERSONAL INFORMATION

All visitors have the right to access their personal information from the Airport Authority, including:

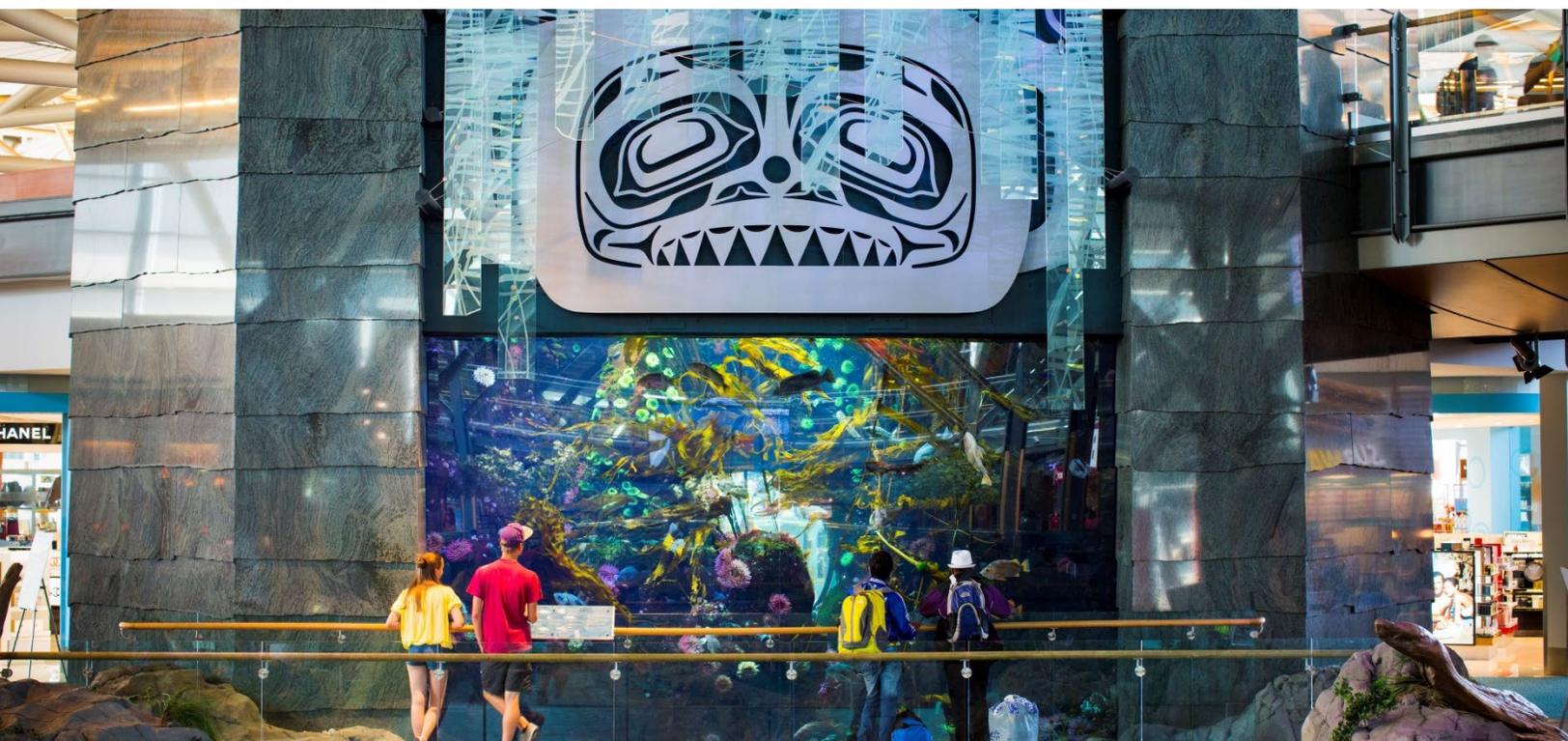
- identification of personal information under our control
- information about how we have used or may use personal information
- the names of anyone to whom your personal information has been disclosed

With respect to video surveillance, we reserve the right to refuse disclosure requests if doing so will compromise airport security or breach the privacy rights of other individuals.

In addition to the reasons listed above, we reserve the right to require that video surveillance be viewed in the presence of Airport Authority staff and that no copies are provided. Depending on the circumstances, we may also require that anyone receiving a copy of video surveillance sign a non-disclosure agreement or other contract that limits what may be done with respect to the footage.

In certain exceptional situations, we may not be able to provide access to certain personal information that we hold about a visitor, and we will notify the requesting visitor of the reasons for the refusal.

Please make written requests to the Privacy Officer at PO Box 44638 YVR Domestic Terminal RPO, Richmond, BC V7B 1W2 or by email at privacyofficer@yvr.ca.



10. QUESTIONS?

We are always working to improve the ways in which we protect the personal information we receive, which means that this Policy may change from time to time. Please refer to the current version of the Airport Authority's *Visitor Privacy Policy* posted on www.yvr.ca.

If you have general questions or concerns regarding YVR visitors' privacy or this Policy, please contact the Privacy Officer at:

✉ PO Box 44638 YVR Domestic Terminal RPO, Richmond, BC V7B 1W2

📧 privacyofficer@yvr.ca

☎ 1-877-276-6759

The Privacy Officer will investigate any complaints received in writing and will take appropriate measures to resolve complaints, where justified. Complainants will be informed, in writing, of the outcome of the investigation regarding their complaints.

