

## **AviationADR Privacy Policy for Complainants**

Complainants acknowledge that by submitting a complaint for investigation to AviationADR they authorise AviationADR to:

1. Process personal details about them, which may include sensitive information, in order for Aviation Dispute Resolution to deal with their complaint effectively. In particular, Aviation Dispute Resolution will send a copy of this form and all documents the complainant provides to the business being complained about in order that they may answer the complaint and they will release their company file to AviationADR;
2. Exchange information about the complaint with others such as, but not limited to, Trading Standards an industry regulator or Citizens Advice in order to fulfill your duties to report breaches and help raise standards within the industry and/or for the purpose of legal proceedings and/or for disciplinary or other appropriate action and/or to deal with the complaint effectively;
3. Retain information for statistical analysis, for internal training purposes, as a source of precedents, or to assist in the investigation of future complaints; and
4. Publish examples of where things can go wrong, based on real cases, but AviationADR will always respect privacy and keep complainant's personal information confidential.