Privacy Policy for YVR Traveler App

Effective Date: 2023-11-06

Thank you for using the Passenger Experience Platform. Your privacy and the security of your personal information are important to us. This Privacy Policy outlines how Vancouver Airport Authority (“we”, “us”, “our”) collects, uses, and protects your information when you use the App. By using the App, you consent to the practices described in this Privacy Policy.

**Information Collection**

1.1 Personally Identifiable Information (PII)

We only collect personally identifiable information (PII) on an opt-in basis. Passengers have the choice to use the App in "guest" (anonymous) mode, where no PII is collected. However, if you choose to use certain App features or services, we may collect the following PII:

* Flight Number: We collect your flight number to provide you with relevant information about your flight and help you plan your visit to the airport.
* Desired Services and Amenities: The App tracks the services and amenities you select or browse during your usage of the App. For example, if you select parking spots and mobility assistance, we collect this data to facilitate the relevant services.
* App Usage Metrics: We collect anonymous data about your usage of the App to improve its functionality and performance. This data is used for analytical purposes only.

1.2 Opt-in Feature Data

For passengers who opt-in to use specific features, the following additional data may be collected:

* Location Data: The App may utilize your device's location data locally for indoor location and navigation purposes.
* Preferred Name: Your preferred name (first, last, or both) is used to personalize notifications, such as flight status updates and operational disruptions.
* Email Address or Mobile Phone Number: We collect your email address or mobile phone number to send relevant planning notifications, such as flight status updates and operational disruptions.
* Credit Card Info: If you choose to use services such as parking reservations or lounge access, we will collect and securely transmit your credit card information to facilitate payment.
* Postal Address: In some cases, we may require your postal address to provide you with requested services.
* License Plate Info: If you choose to use parking services via the App, we will collect your license plate information to facilitate parking reservations.

**Use and Disclosure of Information**

2.1 PII Data Processing

Your PII data will be collected and transferred to our relevant internal departments and business partners, as applicable, such as YVR Express, airport parking reservations, airport lounge operators, and SSO/CRM providers, to fulfill your requests and provide the intended services.

2.2 Third-Party Service Providers

We may engage approved third-party service providers to assist with specific functionalities of the App, such as navigation services. These service providers are contractually bound to handle your information securely and are authorized to use it solely for the purpose of providing their services to you.

2.3 Legal Compliance and Protection

We may disclose your information when required by law or if we believe in good faith that such disclosure is necessary to protect our rights, comply with a judicial proceeding, court order, or legal process, or respond to a government request.

**Data Security**

We implement reasonable and appropriate security measures to protect your information from unauthorized access, disclosure, alteration, or destruction. However, please be aware that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.

**Children's Privacy**

The App is not intended for use by individuals under the age of 16. We do not knowingly collect personal information from children. If you become aware that a child has provided us with their personal information without parental consent, please contact us so we can take steps to remove their information from our systems.

**Changes to this Privacy Policy**

We may update this Privacy Policy from time to time to reflect changes in our practices. We encourage you to review this Privacy Policy periodically. If we make any material changes, we will notify you by updating the "Effective Date" at the top of this Privacy Policy or by other means as required by law.

**Contact Us**

If you have any questions, concerns, or requests regarding this Privacy Policy or the handling of your personal information, please contact us at [privacyofficer@yvr.ca](mailto:privacyofficer@yvr.ca)

By using the YVR Traveler App, you acknowledge that you have read and understood this Privacy Policy and agree to its terms.