



Kigali, 10 JUL 2023

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PRIVACY NOTICE

1 INTRODUCTION

We Rwanda Civil Aviation Authority (RCAA), (“we,” “our” or “us”), are committed to protecting and respecting the privacy of our beneficiaries, employees, vendors and any other third parties we interact with during the provision of our services. This Privacy Notice applies to all persons using our services or website.

We recognize the expectations of our data subjects regarding privacy, confidentiality and security of personal information that resides with us. We have adopted this Privacy Notice aimed at protecting personal information entrusted and disclosed to us. This Privacy Notice governs our data collection, processing and usage of your data and it describes your choices regarding use, access, and updates of your personal information.

2 DEFINITIONS

Term	Definition
Biodata	Biographical information i.e., Personal information regarding gender, nationality, contact information, physical location, and any other.
Data Controller	The natural or legal person, authority, organization, or other agency that makes decisions individually or together with other parties regarding the purposes and means for processing Personal Data.
Data Protection Act/ Regulation	Data Protection Law N°058/2021 of 2021 under the laws of Rwanda as amended.
Personal Data	Any information identifying you or information relating to you that we can identify (directly or indirectly) from that data alone or in combination with other identifiers we possess or can reasonably

Term	Definition
	access. Personal Data excludes anonymous data or data that has had the identity of you as an individual permanently removed.
Data Processor	Natural or legal person, authority, organization, or other agency that processes Personal Data on behalf of the Data Controller.
Responsible Person	Data Protection Officer
Data Subject	Any person who can be identified through name, online identifier, identity factor or similarly as a natural person.

3 PURPOSE

We established this Privacy Notice for the purposes of compliance with the applicable data protection laws in Rwanda. This Privacy Notice sets our standards towards the access and use of any personal data, or any other information provided from you or any other sources to us.

4 WHAT INFORMATION WE COLLECT ABOUT YOU

We are required to receive or collect some personal information to operate, provide, improve, understand, customize, support, and communicate about our services. This also includes when you apply for, engage with, install, access, or use our services. The types of information we receive and collect depend on how you use our service or your engagement with us.

We may collect, use, store and transfer different kinds of Personal Data about you which we have grouped as follows:

- (a) Identification data which includes name, username or similar identifier, Identity card/Passport number, photo, marital status, signature, nationality, ethnic or social origin, age, title, date of birth and gender, name of school and class, education, and any other similar information.
- (b) Biography and health data in some instances (especially for employees) which include family information, beneficiaries, next of kin and parents contacts, medical condition.
- (c) Contact data which includes billing address, postal address, physical address, email address and telephone numbers.
- (d) Financial data which includes any bank account details, card payment details and other electronic or non-electronic payment details.

- (e) Transaction data which includes details about payments to and from you and other details of our engagement with you.
- (f) Technical data which includes internet protocol (IP) address, your login identity data, time zone setting and location, and other technology on the devices you use to access our systems.
- (g) Communications data which should you opt-in/ give consent to in to sharing your likeness and interview information, and your communication preferences.
- (h) Customer support or communication data including copies of your messages, and how to contact you so we can provide you with support.

5 WHEN THE DATA IS COLLECTED

We will collect and process data about you from the following sources:

1. This includes information you provide us: This is information about you that you give us by filling in application forms that we give to you or by corresponding with us by phone, e-mail or otherwise. We use different methods to collect data from and about you including through direct interactions. This includes the personal data you provide when you:
 - apply for or engage with us to offer our products or services.
 - Register with us.
 - request information or inquiries to be sent back to you.
 - give us feedback or contact us.
 - consent for photos to be taken
2. Information we collect about you: With regard to your use of our services we will automatically collect the following information:
 - (a) Information we receive from other sources:
 - (b) We receive your Personal Data from third parties. We will receive Personal Data about you from various third parties to whom you have consented and public sources including but not limited to: companies registry, and other government registries; any service providers we interact or integrate with now or in future.
 - (c) we may collect information about you from other publicly accessible sources not listed above. We may also collect information about you from trusted partners, not listed above, who provide us with information about potential beneficiaries of our services or prospective employees.

6 HOW WE WILL USE YOUR INFORMATION

We will only use your Personal Data where we have your consent or a legal basis to process the same. We will use your Personal Data in the following circumstances:

- (a) To offer our services to you based the consent you have given for us to process your information.
- (b) For purposes of our legitimate interests (or those of a third party) in instances where your interests and fundamental rights do not override those interests. Legitimate interest refers to our interest in running and controlling our operations to provide the best service or product and the safest experience possible. Here we make sure to examine and balance any potential impact on you (both positive and negative) as well as your rights; and/or
- (c) To comply with a legal obligation e.g., submission of regulatory reports.

We may process your Personal Data on more than one lawful ground depending on the specific purpose for which we are processing your data. Additionally, we use your personal data as outlined below:

- (a) To deliver, administer our services for you as a beneficiary, client of supplier.
- (b) To manage risk, security and crime prevention which will include:
 - Detection, prevention, investigation and reporting of fraud.
 - Security detection to verify your identity and to ensure compliance with Laws and regulations.
- (c) To administer and protect our business and ensure business continuity, manage complaints, undertake remediation activities, and resolve queries (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data).
- (d) To undertake surveys or reviews where consent is given.
- (e) To facilitate payment instructions and account information services.
- (f) For Know Your Customer (KYC) formalities, we may review your political affiliations to determine politically exposed persons or criminal records to help prevent and detect criminal behaviour or for legal claims.
- (g) We may use your medical information to offer insurance services to our employees.
- (h) We may collect special categories of Personal Data about you including details about your race or nationality, information about your health, and biometric data.

7 TO WHOM WE MAY DISCLOSE YOUR INFORMATION

We may disclose your Personal Data to other entities who are affiliates of RCAA, for legitimate business purposes (including providing services to you and operating our sites and systems), in accordance with applicable law. In addition, we may disclose your Personal Data to:

- a) The Government (including law enforcement), authorities and regulators.
- b) Other financial institutions through which your transactions are processed.
- c) Other companies and implementing partners that we work with to provide services to you.
- d) Third parties who are service providers acting as data processors, professional advisers including lawyers, bankers, auditors, and those who provide consultancy, banking, legal, insurance and accounting services.

All third parties are required to protect the security of your Personal Data and to treat it lawfully. We do not allow our third-party service providers to use your Personal Data for their own interests; instead, we only allow them to process it for certain purposes and according to our instructions.

8 LAWFUL PROCESSING OF PERSONAL DATA

To ensure that the processing of your personal data is lawful and conducted in accordance with the data protection law in Rwanda, we shall process personal data of the data subject when:

- a) The data subject has given consent to the processing of his or her personal data for purposes explained to him or her.
- b) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering a contract.
- c) RCAA executes a legal obligation to which RCAA is a subject.
- d) it is necessary for protection of vital interests of the data subject or any other person.
- e) it is necessary for the performance of a duty carried out in the public interest or in the exercise of official authority vested in RCAA.

9 COMMUNICATIONS

We strive ensure your consent regarding certain personal data uses, specifically in so far as marketing and communication. We have established the following personal data control mechanisms:

- (a) Publishing of cases and stories, taking photos to be used for marketing and communication: consent will be strictly collected from you when your information is collected for this purpose. In case you object some part of processing of this information e.g., request for anonymity when publishing the stories, your request will be adhered to as expressed.

9.1 Opting Out

- (a) You can object to use of your personal information for processing and communication purposes by reaching out to our officers.

10 DATA RETENTION POLICY

We will only retain your Personal Data for as long as is reasonably required to fulfil the purpose for which it was obtained, including any legal, regulatory, tax, accounting, or reporting obligations. In the case of a complaint or if we reasonably believe there is a risk of litigation arising from our engagement with you, we may preserve your Personal Data for a longer length of time.

To determine the appropriate retention period for Personal Data, we consider the amount, nature and sensitivity of the Personal Data, the potential risk of harm from unauthorized use or disclosure of your Personal Data, the purposes for which we process your Personal Data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting, or other requirements.

Legally we are required to retain basic information about our customers (including contact, identity, financial and transaction data) for a minimum of ten years after they cease being customers. Our internal policy as amended from time to time may also require us to keep customer data for a longer period.

In some circumstances, we will de-identify your Personal Data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

11 AUTOMATED DECISION MAKING

In some areas of our engagement of service, your details may be processed by an automated decision-making process which may carry assessment checks to determine whether your application will be accepted. Where these automated processes suggest that your application should be rejected, we will manually review your application before making a final decision.

If you have any questions about this, please contact us on the details set out below. dpo@caa.gov.rw.

12 CHANGE OF PURPOSE

We will only use your Personal Data and special category data for the purposes for which we collected it as indicated in this Privacy Notice) or for reasons we give you during the collection of the data.

If we need to use your Personal Data for an unrelated purpose, we will notify you and seek your consent where necessary. Please note that we may process your Personal Data without your knowledge or consent if this is required or permitted by law.

13 TRANSFER OF YOUR PERSONAL DATA

We may need to transfer or store your information in another jurisdiction to fulfil a legal obligation, for our legitimate interest and to protect the public interest.

If the other jurisdiction does not have the same level of protection for Personal Data, when we do process the data, we shall put in place appropriate safeguards e.g., contractual commitments to ensure the data is adequately protected.

We ensure your Personal Data is protected by requiring all third parties follow the same rules when processing your Personal Data. Where third parties are based in other jurisdictions, their processing of your Personal Data will involve a transfer of data to their jurisdictions.

14 HOW TO EXERCISE YOUR RIGHTS

Subject to legal and contractual limitations as well as legitimate interests, you have rights under applicable laws in relation to your Personal Data. These are listed below:

- a) Right to access Personal Data that we hold about you. However, this right shall not be exercised in the following cases:

- (i) It may adversely affect the rights and freedoms of other persons.
 - (ii) When it is a legal professional privilege or another legal obligation where the confidentiality applies.
 - (iii) The data relates to information management or information about the data subject or relates to ongoing negotiations with the data subject requesting access to the personal data.
 - (iv) The data relates to the data subject's confidential references, examination scripts or examination marks.
- b) Right to request that we correct your Personal Data where it is inaccurate or incomplete.
- c) Right to request that we erase your Personal Data noting that we may continue to retain your information if obligated or entitled to do so especially in the following cases:
- (i) for reasons of public interest.
 - (ii) for historical or scientific research purposes or statistical purposes.
 - (iii) for compliance with a legal obligation to which RCAA is subject or for the performance of a task carried out in the public interest or in the exercise of official authority vested in the RCAA.
 - (iv) for the establishment, exercise or defence of legal claims in the interest of RCAA.
- d) Right to object to the processing of personal data especially when the continued processing could result or may be likely to cause loss, sadness or anxiety to the data subject. This right shall not be granted if RCAA demonstrate compelling legitimate grounds for continued processing which override the interests, rights and freedoms of the data subject or if the processing is required for the establishment of the legal claim.
- e) Right to request to stop personal data processing to the extent that the data processing relates to direct marketing when personal data processing is for direct marketing.
- f) Right to withdraw your consent to the processing of your Personal Data. The withdrawal of consent shall not affect the personal data processed prior to the withdrawal of the consent by the data subject.
- g) Right to request restricted processing of your Personal Data when:
- (i) The data subject contests the accuracy of personal data is contested and there is pending verification for such personal data.
 - (ii) The processing is unlawful, and the data subject has requested for erasure or restricted the use of some of the personal data.
 - (iii) the data subject has objected to the processing of personal data pending the verification whether the legitimate grounds of the controller override those of the data subject.

RCAA may be entitled to continue processing your data and refuse your request in the following cases.

- (i) When the processing is necessary for the protection of the rights of another person.
- (ii) When processing is necessary for reasons of public interest
- (iii) Right to request transfer of your personal data in a format we shall determine from time to time.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your Personal Data (or to exercise any of your other rights). This is a security measure to ensure that Personal Data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within a reasonable time. Occasionally it could take us longer if your request is particularly complex or you have made several requests. In this case, we will notify you and keep you updated.

15 HOW TO SUBMIT YOUR REQUEST OR COMPLAINT

In case you have any concern regarding the processing of your personal data, please let us know through this email: dpo@caa.gov.rw or info@caa.gov.rw. We shall respond to your request within thirty (30) days from the day of receipt of your request in case you have a complaint regarding the processing of your personal data.

Please note that if you are not satisfied with our response in relation to how we process your personal data, you can lodge an appeal to National Cyber Security. The appeal can be submitted to this email: dpp@ncsa.gov.rw

16 HOW WE SECURE YOUR DATA

We have put in place appropriate security measures to prevent your Personal Data from being lost, used or accessed in an unauthorized way, altered or disclosed. In addition, we limit access to your Personal Data to those employees, affiliates, contractors and other third parties who have a business need to know. They will only process your Personal Data on our instructions, and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

The collection of your personal data shall be adequate, relevant and limited to the strict minimum. Before processing personal data, we will determine whether and to what extent the processing of personal data is necessary to achieve the purpose for which it is performed.

17 DATA PROTECTION OFFICER

If you have any questions or concerns regarding this Privacy Notice or your rights related to protection of your personal information may be sent via email at **dpo@caa.gov.rw** or **info@caa.gov.rw**.

To ensure effective and legal handling of our customers' Information we have appointed a Data Protection Officer. You can reach our Data Protection Officer by sending an email at **dpo@caa.gov.rw**.

18 CHANGES TO THIS PRIVACY NOTICE

We reserve the right to modify, alter or otherwise update this Privacy Notice at any time, by either posting such changes, updates or modifying the Privacy Notice on our Website. We will provide you with notice period of two months for any such changes to this Privacy Notice, with appropriate notification means.

If we do not hear from you, your continued use of our services constitutes your acceptance of any amendment of this Privacy Notice.




Silas Udahemuka

Director General

Rwanda Civil Aviation Authority

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