



**AIR ACCIDENT  
INVESTIGATION UNIT**

## Aircraft Accident/Incident – Passenger Questionnaire Form

The Air Accident Investigation Unit (AAIU), based in Dublin, is responsible for investigating aircraft accidents/incidents in Ireland. The aim is to maintain flight safety by thorough investigation and the gathering of information from passengers forms a vital part of this process.

In order to assist the AAIU further in the investigation of this occurrence, it would be appreciated if you could assist the investigation by completing this Passenger Questionnaire Form to the best of your ability providing details of the event.

If you have any difficulties in completing this Form or any other queries relating to the occurrence please contact the AAIU (see contact details below). Should additional information be required, an Inspector of Air Accidents will contact you in due course.

**Thank you for your assistance with our investigation.**

**Please give this questionnaire to an AAIU investigator, or post / email it to the following address:**

The Chief Inspector of Accidents  
Air Accident Investigation Unit  
Department of Transport, Tourism & Sport  
Leeson Lane  
Dublin 2  
Ireland.  
[info@aaiu.ie](mailto:info@aaiu.ie)

If you have any questions, or points of view you wish to discuss with an investigator, please write to us at the above address or contact us by phone at 353-1-604 1293 or Fax at 353-1-6041514. More information on the AAIU is available on our web site at [www.aaiu.ie](http://www.aaiu.ie).

### **Privacy Statement**

The AAIU requires certain personal data to be collected, along with other information, to comply with Irish and European Law and also under International protocols. The Air Accident Investigation Unit (AAIU) are committed to maintaining and enhancing the privacy and confidentiality of your personal data. We take various steps to protect the information you provide from loss, misuse and unauthorised access or disclosure. These steps take into account the sensitivity of the information we collect, process and store, and the current state of technology. We have implemented appropriate security measures to protect your data, using a range of security technologies and processes. Personal Data collected by the AAIU for the purposes of safety investigation cannot be shared to parties outside of a Safety investigation under the regulations and protocols referred to above unless ordered to do so by the High Court of Ireland. To meet its obligations the AAIU is required to furnish Investigative Authorities in other States with personal information. Some of these Authorities are in the UK or NI or in States outside the EU and EEA. This information is supplied under the Regulations referred to above and the recipient is bound by the rules of professional secrecy and rules in the International protocols.

Personal Information collected outside the purpose of Safety Investigation is collected under the protection of the Department of Transport, Tourism and Sport's Data Protection Policy. Details of this policy setting out how we will use your personal data as well as information regarding your rights as a data subject are available on the Department's data protection page. Details of this policy are also available in hard copy upon request by emailing [DATAPROTECTION@DTTAS.GOV.IE](mailto:DATAPROTECTION@DTTAS.GOV.IE) or in writing to Data Protection Unit, Department of Transport, Tourism and Sport, Leeson Lane, Dublin D02 TR60.

Personal Details					
Full name:					
Address:					
Telephone:		Home		Work/ Mobile	
Occupation:					
Age:		Gender:	Male		Female

Seat Position												
Sitting in row number / letter												
Was this seat given on your boarding card?						Yes	<input type="checkbox"/>	No	<input type="checkbox"/>			
If you do not recall your seat number please indicate:												
	<b>Class</b>			<b>Area of Cabin</b>			<b>Seat</b>			<b>Side</b>		
	First	<input type="checkbox"/>		Front	<input type="checkbox"/>		Aisle	<input type="checkbox"/>		Left	<input type="checkbox"/>	
	Business	<input type="checkbox"/>		Centre	<input type="checkbox"/>		Centre	<input type="checkbox"/>		Right	<input type="checkbox"/>	
	Economy	<input type="checkbox"/>		Rear	<input type="checkbox"/>		Window	<input type="checkbox"/>			<input type="checkbox"/>	
Names of other persons travelling with you:												
Was there a seat to your Left:		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Was there a seat to your Right:		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
Occupied		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Occupied		Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	
Male/ Female		M	<input type="checkbox"/>	F	<input type="checkbox"/>	Male/ Female		M	<input type="checkbox"/>	F	<input type="checkbox"/>	
Approx age:				Approx age:								

Description of Event	
How and when did you realise something was wrong?	
Please give a brief account of what you heard and/or saw:	

Leaving the Aircraft			
Did you hear any announcements made by the crew of the aircraft?	Yes	<input type="checkbox"/>	No. <input type="checkbox"/>
Were they clear?	Yes	<input type="checkbox"/>	No. <input type="checkbox"/>
Were you able to follow the instructions?	Yes	<input type="checkbox"/>	No. <input type="checkbox"/>
Were any of the following illuminated:	Cabin lights <input type="checkbox"/>	Seat Belt Signs <input type="checkbox"/>	Emergency Exit Lights. <input type="checkbox"/>
<b>Please indicate how you exited the aircraft:</b>			
Door	<input type="checkbox"/>	Left Side	<input type="checkbox"/>
Overwing Exit	<input type="checkbox"/>	Right Side	<input type="checkbox"/>
Break in cabin wall	<input type="checkbox"/>		
		Steps	<input type="checkbox"/>
		Escape Slide	<input type="checkbox"/>
		Front	<input type="checkbox"/>
		Centre	<input type="checkbox"/>
		Rear	<input type="checkbox"/>
Please describe any difficulties encountered:			

Injuries
Please briefly describe any injuries you suffered and how sustained?

Fire
Please describe any fire or smoke?

General Comments
Is there anything else you feel would help in our investigation?



## Data Protection Privacy Notice for Form: Passenger Questionnaire Form

### Part A:

The AAIU are fully committed to keeping all personal data submitted to us safe and secure. All necessary technical measures have been put in place to ensure the safety and security of the systems which hold your data.

Being open and transparent in how we process your personal data is important to us and therefore we aim to keep you informed of the purpose(s) for which your personal data will be used and why, where it may be shared elsewhere and why, and how long your data may be held by the AAIU

### Data Controller and Data Protection Officer

The Department of Transport, Tourism and Sport has two data Controllers:

1. The Department of Transport, Tourism and Sport
2. The Driver and Vehicle Computer Services Division of the Department

The AAIU is the statutory body in Ireland responsible for the investigation of aviation occurrences and is functionally independent of the Department of Transport, Tourism and Sport.

The Department has its Headquarters in Leeson Lane, Dublin D02, TR60. It has appointed a Data Protection Officer for you to contact if you have any questions or concerns around the Department's personal data policies or practices. The Department's DPO details are as follows:

Data Protection Officer

Department of Transport, Tourism and Sport,

Leeson Lane

Dublin D02TR60

Ph: 00353 (1) 604 1385

Ph: 00353 (1) 604 1652

Ph: 00353 (1) 604 1450

Email: [dataprotection@dtas.gov.ie](mailto:dataprotection@dtas.gov.ie)

Please contact the **Department's** DPO with any queries you may have in relation to this privacy statement for Form Passenger Questionnaire Form.

Personal data processed by the Department will only be used for the specific purpose(s) as outlined when the data is collected, or in later communications, and will only be used in accordance with the Data Protection legislation in force.

#### **Data Subject Rights:**

When you provide personal data to us you have certain rights available to you in relation to that data. These rights are outlined below and can be exercised by contacting the Data Protection Officer, as detailed above, indicating which right you wish to exercise:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

Finally, as a data subject, should you be unhappy with the provision of information in this Notice you can make a complaint to the Data Protection Commission, which is Ireland's Supervisory Authority for data protection matters.

#### **Part B: Information Specific to the Data Being Collected in Passenger Questionnaire Form**

The following data is specific information in relation to the personal data processed for the purposes of Aircraft Accident Investigation.

#### **Specific Purpose:**

The Passenger Questionnaire Form is used where an investigation into an Aircraft Accident, Serious Incident or Incident is being conducted. Certain personal data is required to process this Passenger Questionnaire Form correctly in adherence with our obligation to investigate occurrences. The AAIU collects personal information to meet our obligations for the investigation of Air Accidents, Serious Incidents and Incidents. This will include personal information of those passengers involved in an aviation occurrence and such information is sourced through the use of the Passenger Questionnaire Form. The AAIU also receives personal information from third parties, including those outside of the EU in order to fulfil our International, European and National obligations to investigate or assist in the investigation of aviation occurrences.

#### **Legal Basis:**

The AAIU is required to carry out its investigations in accordance with International Convention, Regulation (EU) 996/2010 and S.I. 460 of 2009, and is required to comply with the International protocols as laid down in ICAO Annex 13. These Regulations allow the AAIU to obtain any information that is necessary to carry out a Safety Investigation. The Regulations also bind any person that participates in a Safety Investigation to the

applicable rules of professional secrecy including the anonymity of those involved or those who have provided information in the context of a Safety Investigation.

The only way the AAIU can be required to share personal data outside of a Safety Investigation would be if ordered by the High Court of Ireland.

#### **Recipients:**

The AAIU collects information for the purposes of Safety Investigation. Information cannot be shared outside of an investigation by Irish and European Law and also under International protocols. The only time personal Information is shared outside of a Safety Investigation is if the AAIU is so ordered by the High Court of Ireland. To meet its obligations the AAIU is required to furnish other States with personal information, some of these States are outside the EU. This information is supplied under the Regulations referred to above and the recipient is bound by the rules of professional secrecy and rules in the International protocols.

#### **Transferred outside the EU/EEA and countries with which there is no adequacy agreement<sup>1</sup>**

The personal information you provide in this form may be transferred to Aircraft Accident Investigation body(ies) in the UK or NI or outside the EU/EEA. This may occur, if that body(ies) is involved in the investigation of this occurrence. Another State may be involved in an investigation if the occurrence has taken place in a State outside the EU/EEA and involving an aircraft on the Irish Aircraft Register, or if the occurrence has taken place within the Irish State or Irish Territorial Waters involving an aircraft registered in that non EU/EEA State.

#### **Retention period:**

The AAIU holds all personal data securely. The AAIU will retain personal data that is necessary for Safety Investigation purposes and this will extend beyond the publication of the investigation report. This is because the information is pertinent to subsequent Safety Investigations or there is a possibility the investigation could be reopened at a later date.

#### **Data provision being statutory or contractual obligation**

The personal data provided for this purpose is being requested under the requirements of S.I. 460 of 2009 and REGULATION (EU) No 996/2010.

#### **Automated decision making**

Automated decision make is not part of the processing of the personal data included in the Passenger Questionnaire Form.

#### **Technical information on data collected**

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<sup>1</sup> [https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/adequacy-protection-personal-data-non-eu-countries_en).

Technical information on the cookies used on our website is available on [www.dttas.gov.ie/dataprotection](http://www.dttas.gov.ie/dataprotection)