



## **SURVEY CONCERNING AIR NAVIGATION SERVICES PROVIDED BY WARMIA I MAZURY SP. Z O.O.**

I am kindly asking you to fulfill this survey which concerns the air navigation services provided by Warmia i Mazury Sp. z o.o. The survey is voluntary and its' purpose is to ensure consultation process with the users of AFIS, COM, MET. Professional secrecy will be kept for all of your answers, which will be used only to improve effectiveness of management system of our organization.

I kindly request to fulfill the survey by choosing one of the suggested answers. I encourage you to add your comments and opinions in the survey. If you do not wish to answer any of the questions please skip it. A completed survey should be sent to Quality Manager of our organisation by e-mail ([qms@mazuryairport.pl](mailto:qms@mazuryairport.pl)). In case of any questions please contact Quality Manager.

*Your support in this matter will be greatly appreciated*

*President of the Warmia i Mazury Sp. z o.o.*

## **INFORMATION CLAUSE REGARDING PROCESSING OF PERSONAL DATA BY WARMIA I MAZURY SP. Z O.O.**

According to the General Data Protection Regulation (GDPR) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation), we are obliged to inform you on how your personal data is administered by us.

1. Who is the administrator of your data?  
Your data is administered by Warmia i Mazury Sp. z o.o. based in Szczytno, 150 Szymany, 12-100, entered to the National Court Register under 0000399439 KRS number.
2. You can contact the admin at [rodo@mazuryairport.pl](mailto:rodo@mazuryairport.pl)
3. Why is my personal data processed?  
Your personal data is processed to improve effectiveness of management system of AFIS, COM, MET.
4. How long will we process your data?  
Your data will be stored for a duration described by the law, or until you no longer wish for your data to be processed by us.
5. What are your rights?  
You have the right to:
  - access your personal data, and learn if your personal data is being processed or shared with other entities;
  - correct the incorrect data and complete the incomplete data;
  - demand deleting your data;
  - moving your data to other administrators;
  - raise objections to the processing of personal data for reasons related to your particular situation;
  - raise objections to the processing of personal data to the extent to which personal data are processed for direct marketing purposes.

You also have the right to revoke the consent to process personal data at any moment. You can do so by contacting Warmia i Mazury Sp. z o.o., based in Szczytno, 150 Szymany, 12-100 or by mail at [rodo@mazuryairport.pl](mailto:rodo@mazuryairport.pl).

<b>THE USER</b>			
1.	<b>First and last name</b>		
2.	<b>Institution/ organisation</b>		
3.	<b>Rank/ job title</b>		
4.	<b>Telephone</b>		
5.	<b>E-mail</b>		
6.	<b>Date of filling</b>		
7.	<b>Location of services (ICAO code)</b>		
8.	<b>Are you a user of AFIS?</b>	YES*	NO
<i>*if yes please fill the part I. AFIS of the survey.</i>			
9.	<b>Are you a user of COM?</b>	YES*	NO
<i>*if yes please fill the part II. COM of the survey.</i>			
10.	<b>Are you a user of MET?</b>	YES*	NO
<i>* if yes please fill the part III. MET of the survey.</i>			
11.	<b>How often do you (or your organization) use AFIS?</b>		
12.	<b>How often do you (or your organization) use COM?</b>		
13.	<b>How often do you (or your organization) use MET?</b>		

**I. AFIS**

1. **How do you assess the availability of AFIS? (1-poor, 5-excellent)**

**Remarks:**

2.

**Is published information concerning the availability of AFIS  
comprehensible for you? (1-poor, 5-excellent)**

**Remarks:**

3.

**How do you assess the quality of communication in ATZ?  
(1-poor, 5-excellent)**

**Remarks:**

4.

**How do you assess the quality of communication with AFIS officers?  
(1-poor, 5-excellent)**

**Remarks:**

5.

**Are the vertical and horizontal boundaries of ATZ relevant for your  
operations' requirements? (1- non-relevant, 5 – highly relevant)**

**Remarks:**

6.	<p style="text-align: center;"><b>Are the navigation aids accessible in ATZ relevant for your operations' requirements? (1- non-relevant, 5 – highly relevant)</b></p>	
<p><b>Remarks:</b></p>		
7.	<p style="text-align: center;"><b>How do you assess the communication skills/ quality of cooperation with AFIS? (1-poor, 5-excellent)</b></p>	
<p><b>Remarks:</b></p>		
8.	<p style="text-align: center;"><b>How do you assess the coordination of airport's services and AFIS? (1-poor, 5-excellent)</b></p>	
<p><b>Remarks:</b></p>		
9.	<p style="text-align: center;"><b>How can the efficiency of AFIS be improved according to you?</b></p>	

<b>II. COM</b>		
1.	<b>How do you assess the availability of COM? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
2.	<b>How do you assess continuity of the provision of COM? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
3.	<b>How do you assess the condition of equipment maintained by COM? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
4.	<b>How do you assess the quality of communication provided by COM? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
5.	<b>How do you assess the communication skills/ quality of cooperation with COM? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
6.	<b>How can the efficiency of COM be improved according to you?</b>	

**III. MET**

1.	<b>How do you assess the availability of meteorological information issued by aerodrome meteorological office? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
2.	<b>How do you assess the accuracy of forecasts issued by aerodrome meteorological office? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
3.	<b>How do you assess the clarity and legibility of forecasts issued by aerodrome meteorological office? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
4.	<b>How do you assess the timeliness of forecasts issued by aerodrome meteorological office? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
5.	<b>How do you assess the communication skills/ quality of cooperation with MET? (1-poor, 5-excellent)</b>	
<b>Remarks:</b>		
6.	<b>How can the efficiency of MET be improved according to you?</b>	

**IV. ADDITIONAL COMMENTS**