

Dear Passenger:

Please accept our apologies for the delay in the delivery of your luggage. In order to help with the search, if more than 72 hours have passed since you made the claim at the airport, please **complete the following form and send it by E-mail to cat.equipajes@cs.aireuropa.com**.

You can consult the status of the search of your luggage at www.aireuropa.com or you can contact directly by phone to:

Calls from Spain: **+34 911 360 190**

Calls from outside Spain: **+34 911 360 190**

Opening hours: **You can check our customer service hours at www.aireuropa.com**

Personal details
Name and surname
Permanent address

Street name and number

Postal code

City

Country

Telephone number ()

Mobile phone ()

Temporary address

Street name and number

Postal code

City

Country

Temporary telephone number ()

Limit date of stay in this temporary address

PRIVACY. In accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council, of 27 April 2016 (GDPR) and in Spanish Organic Law 3/2018, of 5 December, on Data Protection and Guaranteeing of Digital Rights (LOPDGDD), we inform you that the personal data that you provide us will be processed by **AIR EUROPA LÍNEAS AÉREAS SAU**, as a Data Controller, in order to attend your request, in relation to your luggage. Likewise, they may be used for statistical and analysis purposes to improve our service. We inform you that your data will be kept for the duration of the commercial relationship and will remain blocked for 6 years after the end of it and will subsequently be deleted. The legal basis of the treatment is the execution of the contract. The data will not be communicated to third parties, except by legal obligation or for the execution of the service. You can exercise your rights of withdrawal of consent, access, rectification, object, erasure, limitation and portability of your data at any time by sending a written request, attaching your identification document to: delegadopd@aireuropa.com. In any situation, you have the right to file a complaint with the Spanish Data Protection Authority (www.agpd.es).

I declare that the provided information is true and complete. This form does not declare acceptance of responsibility from Air Europa. All the provided information will be used for search of baggage purposes only.

Date:

Signature:

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