

# STATION INSTRUCTION

easyJet

Station Instruction #	SI 314		
Title	Ground Crew Customer Document Checks and Data Privacy		
Date of Issue	19 <sup>th</sup> June 2025		
Effective start date	Immediate		
Effective end date	UFN		
Written by	Justine Everett, Immigration Manager		
Reviewed by	DS, WH, IC, GD (DP)	OPR No	NA

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## Reason for Issue

To ensure compliance with GDPR and Data Protection Legislation.

## Details

Ground Crew must only conduct document checks in person, and not share images or personal details over devices. Where a Ground Handling Company has a business Whatsapp account and provides business use only devices these may be used if necessary, but not for the sharing of any customer personal data including images or details.

## GHM amendments are as follows

### Travel to the UK

Section	Title	Details
G1 (additional point to existing section)	Data Protection	(g) Ground Crew are not permitted to share customer details, data or images, including copies of documentation via any device or social media application, including, but not limited to WhatsApp, Snapchat, Instagram or Messenger. No photography or image sharing of customer personal ID documents is permitted in any circumstances. Any secondary/Supervisory checks required must be carried out in person by a Manager, Supervisor or Ground Crew team member. Business Whatsapp may be permitted where approved on a business device but no photography or image sharing of customer personal ID documents is permitted in any circumstances.

This SI makes a change to the published Ground Handling Manual (GHM). The SI folder should have this instruction placed in it until its effective end date. GOM, GHP & other parties must ensure effective implementation of this SI at a local level. The accountable staff member at each airport must confirm to their easyJet Manager that the SI has been understood and embedded with all applicable Ground Crew. Local cascade may include some or all of the following:

- a signed read and brief, regular team briefing sessions to ensure Ground Crew understand SI content
- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes