

CASE STUDY

Brussels Airport Company

Industry:

Aviation

Company Size:

24,000 direct employees
40,000 indirect jobs

Location:

Brussels, Belgium

Privacy & Compliance Challenge:

Handling vast amounts of personal data in a highly regulated environment while ensuring efficiency and compliance.

Website:

<https://www.brusselsairport.be/>



The challenge

As one of Europe's busiest airports, Brussels Airport Company processes vast amounts of personal data from passengers, crew, employees, suppliers, and business contacts. Operating in a highly regulated industry adds another layer of complexity to data privacy management. With a dedicated privacy team in place, the challenge was to efficiently manage governance policies, maintain an accurate Register of Processing Activities (RoPA), and handle Data Subject Requests (DSARs) without being overwhelmed by administrative tasks. Responsum provided the automation and centralization needed to streamline these processes.

The solution

Responsum significantly improved Brussels Airport Company's privacy management by automating governance policies, streamlining RoPA maintenance, and optimizing DSAR handling. The tool's intuitive design and automation capabilities reduced the administrative burden, allowing the privacy team to focus on strategic initiatives rather than manual tracking and processing.

Real-world impact

"We already kept an adequate Register of Processing Activities, but upon uploading it to Responsum, it was such a relief to see our data become instantly available for all other modules," says

Lynn Vleugels, DPO at Brussels Airport Company. The tool's seamless integration across privacy modules has helped the organization execute DPIAs faster and manage data subject requests with ease.

Additionally, Responsum's structured approach to DSAR management ensures that requests are scoped correctly, tasks are delegated efficiently, and reminders keep everything on track—making privacy compliance a smoother process.

Overall experience

"The platform is very intuitive. After my onboarding sessions, I immediately felt comfortable and confident using the tool," says Lynn Vleugels. The Responsum team provided clear guidance throughout the implementation process, ensuring a seamless transition. The support team remains readily available, offering timely assistance whenever needed.

Why Responsum?

Brussels Airport Company chose Responsum for its:

- **Comprehensive automation** that reduces administrative overhead.
- **User-friendly platform** that ensures quick adoption.
- **Modular approach**, allowing seamless integration across privacy processes.
- **Efficient DSAR and DPIA management**, streamlining compliance efforts.

"What's most convenient is the link between Responsum's RoPA and DPIA modules. Having most data at hand from the get-go is a real time-saver!"



Lynn Vleugels

DPO @ Brussels Airport Company

Interested to learn more? Let's get in touch!

Or, try Responsum for free today and see how it can transform your data privacy management.

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