
PRIVACY POLICY

1. GENERAL INFORMATION

Get Jet Limited is committed to respecting your privacy and protecting your personal data.

In this Privacy Policy (this "Policy"), "Get Jet Limited", "we", "us" or "our" means Get Jet Limited a company incorporated in Malta, with registration number C 78980 with principal offices at Room 1, Level 2, Palazzo Ca'Brugnera, Valley Road, Birkirkara, BKR 9024, Malta; "you" or "your" means you, the person who provides us with personal data; and, "personal data" shall have the meaning assigned to it in Article 4 of Regulation (EU) 2016/679 of the European Parliament and of the Council. All personal data is obtained, held, and processed by GetJet, in compliance with, this Policy, any and all data protection related laws and regulations that are applicable to GetJet (including without limitation, Regulation (EU) 2016/679 of the European Parliament and of the Council ("GDPR")), and any and all data protection related terms in any agreement or contract in force between you and GetJet in relation to the supply by us to you of services and/or products.

2. PRIVACY POLICY

This privacy policy sets out how Get Jet Limited (or its subsidiary companies) uses and protects any information that you give Get Jet Limited.

Get Jet Limited is committed to ensuring that your privacy is protected. When we ask you to provide certain personal data, then you can be assured that it will only be used in accordance with this Policy. This Policy applies to personal data about you and your passenger that we collect, use and otherwise process in connection with your relationship with us as a client or potential client, including when you and/or your passenger travel with us or use our services.

This Policy applies to you whether you use our services or products on a casual basis, or have registered to use any of our services or products, or have entered into a contract with us in relation to the supply by us to you of services and/or products. Any products and/or services acquired by you from us will be subject to their own terms and conditions which you must also read and accept. Should we ask you to provide certain information by which you can be identified when using its website and/or services, then you can be assured that it will only be used in accordance with this privacy statement.

Get Jet Limited may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 21/05/2018.

3. WHAT WE COLLECT

We may collect the following information:

- Your name and surname;
- Contact information including address of residence, email address, telephone number, and fax number;
- Your date of the birth, nationality, and passport information when you book a flight for your passenger with us;



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B'Kara Malta 9024
Tel: +356 993 011 32
Email: sales@getjet.com



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- Personal description and photograph (including passport and other identification documents) of the passenger when you book a flight with us;
 - Personal tastes (e.g. food and beverages) and dietary requirements of the passenger;
 - Medical conditions (e.g. allergies for catering purposes, and disabilities);
 - Information about your travel arrangements, such as details of your passenger's bookings, travel itinerary, details of any additional assistance you require and other information related to your travel with us.
 - Information about the services we have provided to you and your passenger in the past, including your previous travel arrangements, such as flights and other bookings, and related matters, such as upgrades & Complaints, etc.
 - Your passenger's demographic information such as postcode, preferences and interests.
 - Information about your use of our website, call centres and mobile applications, including information about which pages you view;
 - Information about interactions you have with us and our staff;
 - Your and passenger's financial and credit card information (including such information as received from third party banks and other credit institutions and credit rating institutions) which are necessary for us to provide you with the requested product or service; and,
 - Other information that may be required by us, to carry out obligations arising from any contracts entered between you and us, and/or to carry out client surveys and/or offers.
 - This personal data may include information that you provide to us directly or through companies or agents we work with, as well as information, which we collect when you use our services.

4. WHAT WE DO WITH THE INFORMATION WE GATHER

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may disclose your personal data (and any third party personal data provided by you to us) to:
 - Air operators, the actual carrier, and other third parties in order to give effect to our obligations under any contact entered into between you and us for the provision of flight services;
 - Companies which are part of the group of companies which we may be part of from time to time, and to our branch offices;
 - Our authorised representatives;
 - Third parties: in the event that (i) we sell our entire business or assets (in which event disclosure shall be to a prospective purchaser and their professional advisers only) or in the event of a due diligence exercise carried out on Get Jet Limited by a potential investor or partner (in which event disclosure shall be to the potential investor or partner and his professional advisers, shall be limited to the extent required, and shall be subject to confidentiality protections to the extent practicable); (ii) if we are under a duty to disclose such personal data in order to comply with any legal or regulatory obligation or request in the EU, Russian Federation or elsewhere.

- We may periodically send promotional emails about new products, special offers or other information, which we think you may find interesting using the email address which you have provided.
- To deliver messages and information that we think is relevant and may be of interest to you, prior to, during, and after your travel with us
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.
- By providing any personal data that is, or could be considered to be, "sensitive personal data" you explicitly agree that we may collect, use, share with third parties and transfer outside the European Economic Area this Personal Data, as described in this Policy.
- If you withdraw your consent, it may mean we will not be able to provide all or parts of the products or services you have requested from us. Please be aware that in these circumstances you will not be able to cancel or obtain a refund of any fees you have paid
- Carriers are required by laws in several countries to give border control agencies and other public authorities access to booking and travel information and other personal data (including data obtained from official photo identification documents). Therefore, any information we hold about you / your passenger and your travel arrangements may be disclosed to the customs, immigration and public authorities of any country in your itinerary.
- In addition, laws in several countries require carriers to collect passport and associated information for all passengers prior to travel to or from those countries. When required, Carriers will provide this information to the relevant customs and immigration authorities.

5. SECURITY

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

All of our employees and suppliers with access to your personal data and/or who are associated with the processing of that data are contractually obliged to respect the confidentiality of your personal data.

6. HOW WE USE COOKIES

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any

information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your

browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

7. LINKS TO OTHER WEBSITES

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy Statement applicable to the website in question. Controlling your personal information. You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us.
- We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

8. WHO WE SHARE PERSONAL DATA WITH

- commercial partners, so they can advise us how best to communicate with you on their behalf. We do not give your data to partners for them to communicate with you directly.
- third party suppliers involved in: data insights; website hosting; advertising; systems maintenance; database management; identity checking; payment processing; delivery logistics;
- government authorities to assist with their official requests and comply with our legal obligations
- our advisers, any prospective booker's advisers, and any new owners of the business (in the event our business is sold or integrated with another business).

9. HOW LONG GETJET RETAINS PERSONAL DATA AND SECURITY

We retain personal data about your membership for as long as your account remains active, and for 3 years after (in case you decide to reactivate your membership or have queries about it).

We retain personal data relating to your bookings for 3 years from the date of the relevant transaction. This is to understand your booking preferences and to meet our legal and contractual obligations.

Where you have asked us not to send you direct marketing, we keep a record of that fact to ensure we respect your request in future.

We also retain information with the potential to give rise to legal disputes for 5 years from the expiry or termination of any contracts.

We seek to use reasonable organizational, technical and administrative measures to protect personal information within our organization. Unfortunately, no data transmission or storage system can be guaranteed to be 100% secure.

If you have reason to believe that your interaction with us is no longer secure (for example, if you feel that the security of any account you might have with us has been compromised), please immediately notify us of the problem by contacting us.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

10. YOUR OTHER PERSONAL DATA

In addition to your rights to withdraw your consent and to object, you have the right to ask us:

- for access to information about your personal data or for a copy of your personal data
- to correct or delete your or your passenger's personal data
- to restrict (i.e. stop any active) processing of your or your passenger's personal data
- to provide you with certain personal data in a structured, machine readable format and to transmit that data to another organisation

These rights may not always apply, for example if fulfilling your request would reveal personal data about another person, or if you ask us to delete information which we are required by law to keep or have a compelling legitimate interest in keeping. If this is the case then we'll let you know when we respond to your request.

11. HOW TO CONTACT US AND EXERCISE YOUR RIGHTS

The easiest way to stop receiving information from us is by opting out of communications through your online account (this is linked to in our communications with you and is accessible at times via your account settings). You can also correct your registration details through your online account.

We will do our best to assist with any queries you have about your and your passenger's personal data. You can contact our Vice President in Marketing & Sales at any time using the contact details below. When you do so, please provide your full name, your preferred contact information, and a summary of your query.

Roberto Hlaca (Vice President in Marketing & Sales) / sales@getjet.com

If you consider our use of your personal information to be unlawful, you have the right to complain to an EU data protection authority where you live, work or where you believe a breach may have occurred. Further details about your rights under GDPR can be accessed on the European Commission's website at https://ec.europa.eu/info/law/law-topic/data-protection_en

We suggest that you check back here for updates, as we will update this policy from time to time.



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Last updated May 21 2018



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