

# OUR COMPANY PRIVACY POLICY

## OUR COMMITMENT TO PRIVACY

We thank you for your interest in our company. Respecting your privacy is a top priority for us. This commitment is reflected in the value we place on earning and retaining your trust as one of our valued customers, business partners or any other individual who shares their personal information with us.

Our Website, [www.tagaviation.com](http://www.tagaviation.com) (the "Website") and our mobile application, **My TAG App** (the "App"), are owned and operated by TAG Aviation SA, having its registered address at 20, Chemin des Papillons, 1215 Geneva, Switzerland, and is registered under the number CHE-201.814.638 ("TAG Aviation") which is considered as the "Data Controller". TAG Aviation and its subsidiaries namely:

TAG Aviation SA, TAG Aviation FBO SA, TAG Aviation (Uk) Ltd, TAG Aviation France SAS, TAG Aviation (Malta) Ltd, TAG Aviation Middle East W.L.L, NCC Solutions Ltd («we», «our» or «us») are covered by this privacy statement («Privacy Policy»).

This Privacy Statement outlines how our organisation collects and uses information that we may obtain about you ("personal information") through the Website and/or App or that you provided to us directly or indirectly or through email messages relating to inquiries about our services.

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## PERSONAL INFORMATION WE COLLECT

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Our Company collects personal identifiable information for specific purposes under a number of lawful methods of processing. By using this Website and/or App, or when you provide us with any personal information, **you acknowledge that you have reviewed, and agree to**, the terms of this Privacy Policy and you give us your consent to process your personal information for the purposes mentioned herein.

Personal information we may collect directly from you includes when you register or join an online community or other group, enquire about our services, via any e-mail messages you send us, including personally identifiable information without limitation such as your name, contact information (phone, fax, address and email address), your date of birth, gender, nationality and passport information. Information about your personal tastes (food and beverages), dietary requirements, medical information or account and transaction details are other examples of your personal data we may collect.

Personal Information you provide directly, including personally identifiable information you submit through the Website and/or the App, as a result of using our services, or when **you apply for a position with TAG Aviation**, or in the process of registering for an event, user group, or conference.

Passively collected information, also through companies or agents we work with, or including through the use of "cookies" described below.

### **INFORMATION WE COLLECT DIRECTLY FROM YOU**

The categories of information, amongst others, that we may collect directly from you include the following:

- a. Personal details (e.g. name, date of birth, passport and other identification information);
- b. Contact details (e.g. phone number, email address, postal address or mobile phone number);
- c. Account details (e.g. username and password);
- d. Transaction details (e.g. the services we have provided or will provide to you, such as travel arrangements, your geographical location booking history and travel itinerary);
- e. Financial details (e.g. Credit Card information);

- f. Communications (e.g. when you participate in message boards or forums, participate in polls or surveys, write a review or contact us with a question, comment or request);
- g. Business cards / professional details (e.g. when you attend any event we organize).

### **INFORMATION WE COLLECT ABOUT YOUR USE OF THE SERVICES**

The following are examples of the other categories of information which we may use:

- a. Technical information collected from your computer or mobile device (e.g. your IP address, browser type, operating system);
- b. Information about your usage of

our Website (e.g. the pages you visit when using the Services, the search terms you enter on the Services, how often you use the Services, and the pages you access before and after accessing the Services).

### **INFORMATION WE COLLECT FROM OTHER SOURCES**

The following are examples of the categories of information we may collect from other sources you agreed may share your information for the use of our services:

- a. Personal details (e.g. name, date of birth);
- b. Contact details (e.g. phone number, email address, postal address or mobile 'phone number).

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## HOW WE COLLECT YOUR PERSONAL INFORMATION

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We may process personal data to provide you with the best service and to personalise and tailor your aviation-related needs and travel experiences.

We use personal information you have provided directly, or information we collect indirectly online about you in the following, but not limited, ways:

- For personal information you provide directly, online, or through email messages, relating to enquiries about our services we use the information to engage in and process transactions with you, to respond to your inquiries and requests, to provide information on our services, to provide information on our partners offerings and to provide customer support activities.
- For personal information you provide online, including actions or clicks from hyperlinks and subscriptions, we may use the information to customise future communications and web pages in accordance with communication preferences you have established with us.
- Some of our services may be advertised by third parties, such as subcontractors or suppliers and therefore we may share your personal information with these third parties if necessary.
- For personal information about web pages visited and the like, we use this information internally to improve the design of our web pages and your user experience.
- For personal information submitted using the online job application process, we may use and disseminate this information internally to consider your application and to contact you regarding our decision.
- For personal data submitted online for registering to attend a sponsored conference or event, we may use and disseminate this information internally to communicate with you and to facilitate your registration and participation.

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## THE BASIS ON WHICH WE USE YOUR PERSONAL INFORMATION

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As mentioned, our Company collects personal identification information for specific purposes under a number of lawful methods of processing and we may disclose your personal data for business purposes only on a need-to-know basis and only with

- (a) our own employees, contingent workers, worldwide offices,
- (b) subcontractors, consultants, suppliers and third-party service-provider companies,
- (c) other entities authorised to have access to such information under applicable law or regulation.

In particular when you fly with us or other related arrangements (if you choose to book flights with us), which will include, but not limit to, passing your personal data to relevant authorities (arrangements at airport, customs and immigration formalities).

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## YOUR RIGHTS REGARDING YOUR PERSONAL INFORMATION

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As your privacy and rights are important to us, TAG Aviation will respect all your data subject rights.

Your rights include, but are not limited to:

The right to access – At your request the company will provide you a free of charge copy of your personal data.

The right to rectification – At your request our company will correct any information you believe is inaccurate or incomplete.

The right to erasure – At your request to do so, our company will consider erasing your personal data.

You may send any request related to the processing of your personal information to the following address : [privacy@tagaviation.com](mailto:privacy@tagaviation.com). To protect your privacy and security, we may take reasonable steps to verify your identity before granting access or making corrections.

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## OUR COMMITMENT TO DATA INTEGRITY, SECURITY AND STORAGE

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We are committed to ensuring that your personal data is enduringly secured. We process your personal information only in ways compatible with the purpose for which it was collected. To the extent necessary for such purposes, we take reasonable steps to make sure that your personal data is accurate, complete, current and otherwise reliable with regard to its intended use.

We retain your personal data appropriate to comply with the existing legislation, or as long as necessary for the purposes for which it is collected.

We take reasonable and appropriate measures to maintain the confidentiality and integrity and prevent the unauthorised use or disclosure of personal information in accordance with applicable legal requirements.

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## MARKETING COMMUNICATIONS

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As our customer you may receive marketing communications from us relative to our activities. Our marketing communications will always include the option for you to unsubscribe from receiving any further marketing communications. You can also unsubscribe at any time by sending an email to [privacy@tagaviation.com](mailto:privacy@tagaviation.com) and requesting the removal of your name from our marketing lists.

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## LINKS TO UNAFFILIATED THIRD-PARTY WEBSITES

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Our Website and/or App may contain links to and from affiliated and unaffiliated third-party websites. If you link to or otherwise visit any other websites managed by third parties, we encourage you to review the privacy policies that may be available on these websites.

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## COOKIES NOTICE

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By using [tagaviation.com](http://tagaviation.com) Website and/or App, you agree that we can place cookies on your device as described in our Privacy Statement and this Cookie Notice.

Cookies are small amounts of data sent from the server, which is stored on your computer's hard disc drive. We may collect information about your computer, including where available your IP address, operating system and browser type for system administration. This is statistical data about our users' browsing actions and patterns and does not identify any individual. For the same reason we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies help us to improve our services and to deliver a better and overall more personalised service.

FOR OUR WEBSITE WE ARE ONLY USING GOOGLE ANALYTICS COOKIES AS LISTED HERE BELOW.

### **GOOGLE ANALYTICS COOKIES**

These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, from where visitors have come to the site and the pages they visited.

Google stores the information collected by the cookie on servers in the United States. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google. By using the [tagaviation.com](http://tagaviation.com) site, you consent to the processing of data about you by Google in the manner outlined and for the purposes set out above.

cmp\_cookie  
intcmp\_cookie  
utm\_source  
utm\_medium  
utm\_channel  
utm\_term  
utm\_content  
utmc  
utmz  
utma  
utmb  
VRUID

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## CONTACT INFORMATION

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Should you have any questions about your personal data, please do not hesitate to contact us at TAG Aviation SA, Personal Data Protection Service, 20, Chemin des Papillons 1215 Geneva or by sending us an email to [privacy@tagaviation.com](mailto:privacy@tagaviation.com).

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## REVISIONS AND CHANGES TO OUR PRIVACY POLICY

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We may periodically update the Statements of our policy, if required. The latest version of this document will always be available on our Website with the revised date located hereafter : This Statement was last updated on 15th October 2019.