

The Privacy Policy is applicable to the following fastjet group companies, referred to in this policy as **"fastjet"**:

- Fastjet Ltd registered in the fastjet Plc is a company registered in England and Wales under company number 05701801, and whose registered address is 6th Floor, 60 Gracechurch Street, London, EC3V 0HR, United Kingdom.
- Fastjet Africa (PTY) Ltd, registered in the Republic of South Africa, company registration number 2014/118885/07 and whose registered address is Key West Shopping Centre, 43 Van Buuren Road, Bedfordview, 2007, South Africa.
- Fastjet Zimbabwe Limited, registered in Zimbabwe, company registration number, under company number 1353 / 2015, and whose registered address is 38 Clairwood Road, Alexandra Park, Harare, Zimbabwe.

## 1. Definitions

- 1.1. **"You"** and **"Your"** refers to the persons providing data for the purposes described in this policy (including persons who provide such data on behalf of other persons).
- 1.2. **"We"**, **"Our"** and **"Us"** refers to Fastjet (as defined above)
- 1.3. **"Material"** or **"Materials"** includes data, information and databases.
- 1.4. **"Personal Data"** in this Policy, means information that relates to you. your personal data may include for example your name, your contact details, information relating to your travel itinerary (eg your booking reference number) or information on how you use our website and app or you interact with us.
- 1.5. **"GDPR"** General Data Protection Regulation (EU) 2016/679
- 1.6. **"POPIA"** Protection of Personal Information Act (often called the POPI Act or POPIA)
- 1.7. **"Personal Information"** means any information of a personal nature, also referred to in this policy as "personal data" by which you can be identified as an individual such as your name, postal address, email address, telephone number, home country, postal code, date of birth, gender, age, payment and/or financial details.
- 1.8. **"Personal Data"** means Personal Information.

## 2. General and Policy Applicability

- 2.1. Privacy and data protection laws give you specific rights that help you be in control of your personal data, and we want to make it easy for you to exercise these rights. We take our responsibilities regarding privacy and the protection of personal information very seriously. This policy explains how we use personal information we may obtain from you and about you and applies to the personal information and data that we at fastjet collect and use. We collect some of your personal data directly from you or we may also receive your personal data via a supplier who provide services to you on our behalf, or our partners when you purchase their travel related products or third parties who act on your behalf.
- 2.2. This policy prescribes more information about your rights and how we work to fulfil these. you can exercise any of your rights in relation to the data that we about you, by contacting us [data.protection@fastjet.com](mailto:data.protection@fastjet.com).

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- 2.3. fastjet is responsible for the processing of any personal information provided to us via our website ([www.fastjet.com](http://www.fastjet.com)), which is owned and operated by fastjet Ltd, and through other interactions with us.
- 2.4. The supply of Personal Information is voluntary. By submitting your personal information, you agree to the use of that personal information as set out in this privacy policy. You acknowledge that we cannot make certain services or products available to you on if you do not wish to supply such Personal Information.
- 2.5. This policy is deemed to be an integral part of our website terms and conditions of use, as it applies to visitors to our website. By using our website, you agree to this policy.
- 2.6. If our privacy policy changes, we will post the changes on our website. Continued use of our website by you will signify that you agree to such changes. This policy does not apply to any third-party websites which may be accessible via links on our website, and such sites will have their own privacy policies in terms of how your data is processed by them. It is your responsibility to review such policies before you submit your data to them.
- 2.7. If you supply goods or services to fastjet, most parts of this Policy will not be relevant to you; we will only collect and use your business contact information for the purposes of our cooperation, and we will retain such information for as long as this is necessary for our legitimate business purposes. For further information on how process Personal Information in relation to our suppliers please contact us at [data.protection@fastjet.com](mailto:data.protection@fastjet.com).

### 3. Basis & Purposes for Processing, Collecting & Storing your Personal Information.

- 3.1. The data protection laws allow us to use your personal data only if we have a lawful basis to do so.
- 3.2. When we process, collect or store your Personal Information, we do so on the following basis:
  - 3.2.1. where it is necessary to process your Personal Information in connection with the performance of our services or a contract that we have with you;
  - 3.2.2. where we are required to use your Personal Information to comply with our legal obligations, a request from a regulator or court of law or as otherwise permitted by law;
  - 3.2.3. to pursue our legitimate interest, provided that we only use your Personal Information to pursue our legitimate interests where your interests and fundamental rights or freedoms do not override those interests; and
  - 3.2.4. for any other purpose that you have agreed with us where you have given your explicit consent for specific forms of processing of your Personal Information, which consent you may decline or revoke at any time.
- 3.3. We will only use your Personal Information for the purposes for which we collected it, and as stated in this Policy, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your Personal Information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.
- 3.4. We will use your personal data only to perform our services and to fulfil our legitimate interests or those of other parties when these interests are not overridden by your rights. We may be obliged by law to collect and use some of your data, for example to transfer your API details to border control authorities.

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3.5. We use your personal data for the following purposes:

- 3.5.1. to manage your travel bookings and provide our services to you.
- 3.5.2. for operational communications related to the booking arrangements; whereby we may need to contact you via mail, email, telephone or other forms of electronic messaging for administrative or operational reasons related to your travel/flight arrangements. Please be aware that these communications are not made for marketing purposes and as such, you will continue to receive them even if you choose to not receive marketing communications.
- 3.5.3. to handle any queries; in order to fulfil your requests, administer and resolve queries you may have as a result of contacting us with a written request or enquiry, or interacting with us on social media, or contacting us via telephone. Please note that your calls may be recorded for training and quality control purposes.
- 3.5.4. to handle any refund or compensation claims; in order to fulfil your requests, administer and resolve claims you may have as a result of contacting us with a written claim or interacting with us on social media, or contacting us via telephone. Please note that your calls may be recorded for training and quality control purposes.
- 3.5.5. to process your feedback; as a result of any query (as stated above) or in circumstances where we may send you an email requesting feedback which will provide us with information on how to improve our services and manage our relationship with you.
- 3.5.6. to personalise and improve your customer experience and provide personalised customer experience where relevant; where Personal Information may be used to review flight history, access to products and services, use of website, and offers.
- 3.5.7. to inform you about our Company news and offers; whereby only if you have indicated that you agree to receive these, we may send you marketing communications via email on our services and products or those of our partners products and services that may relate to your travel arrangements. We may also use other ways to let you know about news and offers, for example through social media or when you take your fastjet flight or you contact us.
  - if you no longer want to hear from us about our or our partners' products and services, you can simply tell us so by Contacting our Customer Services or Marketing team and expressing your preference not to receive marketing communications, or by opting out of receiving marketing communication by clicking on the relevant unsubscribe link at the bottom of the marketing related communications you may receive from us, or choosing the relevant option before confirming your booking.
- 3.5.8. to improve our services, fulfil our administrative purposes and protect our business interests; whereby we may use your Personal Information to fulfil our legitimate business interests. These interests include improving our services and offering you better customer experience, using information for accounting, billing and audit purposes, credit or other payment card verification, fraud screening, safety, security and legal purposes, statistical and marketing analysis, systems testing and maintenance. We will use personal information for the above business purposes only where we consider it necessary and we will try where possible to use information that does not allow the identification of our customers, for example we will mainly use aggregate data for analysis purposes. When we need to use information that can potentially allow the identification of our customers, we

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will use as little information as possible and we will do that in a way so as to respect your rights and freedoms.

- 3.5.9. to comply with our legal obligations; for example, our obligation to provide information to border control agencies when operating on specific flight routes.

## 4. Categories of Data We Collect & When

4.1. Depending on the purposes for which we need to use your personal data, we may collect and process the following categories of information about you, which may include Personal Information about you:

- 4.1.1. Your name, surname, date of birth and your contact details (email address & telephone number).
- When you book a flight or charter an aircraft;
  - When you take part in our competitions and surveys;
  - When you purchase our partners' travel products available through our website;
  - When you create an account on our website;
  - When you voluntarily register and subscribe to receive our newsletters, company news and marketing materials, or use our online "contact us" forms.
  - Whether the purpose of travel is for business or leisure reasons.
  - When you book a flight or charter an aircraft;
  - When you take part in our competitions and surveys.
- 4.1.2. Information about your bookings and your travel itinerary or if you require special assistance. This information may include any changes to your bookings and travel products that relate to your booking (for example if you purchase allocated seats or additional baggage).
- When you book or manage your flight.
  - When you charter an aircraft.
- 4.1.3. Information about your health if you have a medical condition that may affect your travel arrangements.
- When you provide us with this information before or during your flight.
- 4.1.4. Information about other passengers in your booking, and the age range of any children traveling with you.
- When you make a booking on behalf of other passengers.
- 4.1.5. Information about your transaction, including your payment card details (which we do not store full details of, and store according to PCI compliance)
- When you purchase any products or services.
- 4.1.6. Advance Passenger Information ("APP"). This information includes your full name, your nationality, your date of birth, your gender (where required) - the number and type of your travel document (e.g. passport or ID), its expiry date and country of issue
- When you check in for specific travel routes.

- 4.1.7. Information related to your flights and our services in connection with your flights.
  - When you take a fastjet flight.
  - When you use our services at the airport.
- 4.1.8. Information about your purchases of our partners' travel related products and services
  - When you purchase such products or services which are available through our website.
- 4.1.9. The communications you exchange with us (for example, your emails, letters, calls, or your messages on our online chat service)
  - When you contact fastjet or when we contact you.
- 4.1.10. Your posts and messages on social media directed to fastjet.
  - When you interact with us on social media.
- 4.1.11. Your feedback.
  - When you reply to our requests for feedback or participate in our customer surveys.
  - When you contact us about any reported problems with our website, social media pages or bookings.
- 4.1.12. Information about how you use our website, such as your searches for flights and services we offer.
  - When you use our website.
- 4.1.13. Information about your device software and hardware such as the operating system, device software, type of browser or device, the Internet Protocol (IP) address assigned to your device, geographical information (based on mobile network tower, GPS or Wifi network location).
  - When you use our website.
  - When you access our social media pages.
- 4.1.14. Information about your bank account and receipts for expenses you have incurred.
  - When you request compensation or the refund of expenses in the event of flight disruption.
- 4.2. If at any point we need to collect types of data that are not included in the above list, we will make sure that we provide you in advance with all necessary information relating to this specific collection and use of your data.
- 4.3. There may be instances in which the Personal Information that you provide to us or which we collect constitutes Personal Information of someone other than yourself, such as your child where you are booking on their behalf.
- 4.4. Where you provide a third party's Personal Information to us, you warrant that the information is accurate and that you have the necessary consent to share the data with us, unless you have another lawful basis for sharing the data with us.

- 4.5. If you are sharing the Personal Information of a child with us or consenting to anything on behalf of a child, you warrant that you are a Competent Person (as such term is defined in POPI) in respect of that child and accordingly that you are a person who is legally competent to consent to any action or decision being taken in respect of any matter concerning that child.

## 5. Special Categories of Personal Data

- 5.1. We only in very limited circumstances collect and process information about you which is categorised as Special Personal Information under applicable data protection laws. This may include information such as your race, ethnicity, biometric information, or criminal records.
- 5.2. Where we process Special Personal Information, we only do so where we have obtained your explicit consent or where such processing is necessary for purposes of carrying out our legal obligations and exercising specific rights in law.
- 5.3. If you do not allow us to process any special category of personal data, this may mean we are unable to provide all or parts of the services you may have requested from us. Please be aware that in such circumstances we may not be able to extend our services to you.

## 6. Sharing Personal Information

- 6.1. We will not use, share or disclose your Personal Information to third parties without your consent, unless the use or disclosure is required in order to comply with applicable law, an order of court or legal process served on us; and/or disclosure is necessary to protect and defend our rights or property.
- 6.2. Should access to your information be requested in terms of the Promotion of Access to Information Act. No. 2 of 2000 ("PAIA"), we will notify you of such request in accordance with the terms of PAIA. For further details email [data.protection@fastjet.com](mailto:data.protection@fastjet.com)
- 6.3. You understand and agree to that we may disclose or share Personal Information with third parties to operate the Website and render our products and services, which may include the following:
- 6.3.1. Airports, government authorities, law enforcement bodies and regulators when this is necessary to get you to your destination or is required by law. For example, for specific travel routes we are required by law to provide border control agencies with information that relates to your travel documents and to your travel itinerary. This information is known as API (Advance Passenger Information). See our help page for more details about travel documents and API.
- 6.3.2. Travel agents or other companies through which you book your fastjet flights.
- 6.3.3. Suppliers providing services to us in order to help us run our business and improve our services and your customer experience. This includes ground services for us at airports airports to which we operate, our customer contact centre, the companies who help us get your feedback on our services, appointed companies that provides IT support and systems, and companies that support our customer services activities.
- 6.3.4. Agents, advisors, employees and/or third-party service providers and suppliers who assist us to interact with you via our website, mobile communications and/or email, and thus need to know your Personal Information in order to assist us and to communicate with you properly and efficiently.

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- 6.3.5. Credit and debit card companies; fastjet may share some of your personal data, which includes information about your method of payment, flight booking and in some cases passenger names, to the credit or debit card company that issued the card you used to make your booking. In order to ensure the security of your transactions and prevent or detect fraudulent transactions, we will usually also share your information with our fraud screening partner.
- 6.3.6. Our partners who offer travel related products and services through our website, promote offers or co-organise competitions on our website or social media platforms.
- 6.4. Our partners have their own privacy policies and terms of use over which fastjet does not have control. Whilst fastjet carefully selects these partners, it has no responsibility or liability for their privacy policies, terms of use or the way they process your personal data. Please make sure that you review the relevant privacy policies and terms of use of these partners prior to purchasing their goods or services, using their websites, apps or services or providing any personal data to them.
- 6.4.1. Authorities, including the National Aviation Authority or Airport Authorities of destinations and countries we operate in.
- 6.4.2. Other companies within our Group. It may also be disclosed to a third party who acquires us, a member of our Group or substantially all of our assets.
- 6.5. In addition to the details listed above, we may disclose your personal data when this is required by the law of any jurisdiction to which fastjet may be subject. In such instances, we reserve the right to disclose your Personal Information as required in order to comply with our legal obligations, including but not limited to complying with court orders, warrants, subpoenas, service of process requirements or discovery requests. We may also disclose data about our users to law enforcement officers or others, in the good faith belief that such disclosure is reasonably necessary to enforce this Privacy Policy, respond to claims that any content violates the rights of third-parties, or protect the rights, property, or our personal safety or the personal safety of our employees, clients or the general public.
- 6.6. If you are concerned or object to our sharing of Personal Information as prescribed above then you should not use our website, or refrain from sharing Personal Information with us through any means.

## 7. Data Access & Portability

- 7.1. You are entitled to know whether we hold your personal data and if so, receive a copy of your data. You can email us at [data.protection@fastjet.com](mailto:data.protection@fastjet.com) to request a copy of your personal data.
- 7.2. In order for us to be able to process your request, you will need to provide us with the required information below:
- Your full name.
  - A description of the data you would like to access including a date range.
  - All email addresses you have used to book fastjet flights or communicate with us, even if you no longer use these.
  - Other information that may help us locate your data.
  - For the protection of your information, we will also need to verify your identity, so make sure you upload in the form a copy of your current and valid photo ID.

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- 7.3. If you submit a request on behalf of another person, we will need to ensure that this person has authorised you to make this request and receive their data. You will need to ensure that in your email you state that you have the right to submit such a request on behalf of another person, and any relevant data and details we request to satisfy ourselves of the integrity of your request.
- 7.4. We shall provide such data structured, commonly used and machine-readable format.

## 8. Data Rectification

- 8.1. If you believe that we hold incorrect or incomplete information about you, please let us know and we will correct it. You will need to email [data.protection@fastjet.com](mailto:data.protection@fastjet.com).
- 8.2. Please note that any requests for changes in your active bookings, for example changes of passenger names or of travel details may also be bound by the Terms & Conditions of Carriage and the applicable fare rules.

## 9. Retention & Deletion of Personal Information

- 9.1. We will retain your Personal Information only for the period required to fulfil the purposes set out in this Policy and when there is a legal obligation to do so. We will not retain your Personal Information longer than the period for which it was originally required, unless we are required by law to do so, or you consent to us retaining such information for a longer period.
- 9.2. Where your information is no longer required, we will ensure it is disposed of in a secure manner and, where required by applicable law, we will notify you when such information has been disposed of.
- 9.3. Our data retention, storage and disposal policy set out the applicable minimum retention periods required by local laws. We use this policy to establish the retention time periods for various categories of records that contain your personal information. For further information on our data retention, storage and disposal policy contact us at [data.protection@fastjet.com](mailto:data.protection@fastjet.com).

## 10. Objection

- 10.1. You have the right to object to the use of your data for direct marketing purposes at any time. This policy provides details on how you have options to unsubscribe from receiving marketing communications.
- 10.2. Also, you may consider that you have reasons to object to the use of your data when such use is based on our legitimate interests as explained in this Policy. Before using your data for our business interests we have balanced these interests against your rights and freedoms; however, if you consider that you have grounds to object to the use of your data, you can explain to us your particular situation and we will individually review your request.

## 11. Withdrawing consent

- 11.1. When we rely on your consent to process your personal data (for example when you save details in your account for future use), you have the right to withdraw your consent at any time. We will respect your choice and stop further processing your data; however, any use of your data before you withdraw consent will not be affected.

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## 12. Data related concerns

- 12.1. If you have any concerns in relation to how we use your personal data, please let us know. we will reply to your queries and if necessary, take steps to ensure our practices are consistent with our obligations. If you are still not satisfied with the way we use your personal data and you believe this is not in accordance with data protection laws, you have the right to lodge a complaint with a data protection authority.

## 13. Protecting Your Personal Information

- 13.1. We are committed to protecting the personal data and Personal Information we hold by taking appropriate technical and organisational measures against unauthorised, unlawful or accidental access, loss, destruction or damage of such personal data. We are constantly taking steps to improve in the field of Information Security as the sector itself is constantly changing as well.
- 13.2. All Personal Information is treated as strictly confidential. We take appropriate legal, technical and organisational measures to ensure that your Personal Information is kept secure and is protected against unauthorised or unlawful processing, accidental loss, destruction or damage, alteration, disclosure or access.
- 13.3. Where legally required, we shall promptly notify you if we become aware of any unauthorised use, disclosure or processing of your Personal Information.
- 13.4. We are committed to provide you with reasonable evidence of our compliance with our obligations under this Privacy Policy on reasonable notice and request; and
- 13.5. Upon your request we shall promptly return or destroy any and all of your Personal Information in our possession or control.
- 13.6. We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach or unauthorised disclosure where we are legally required to do so.
- 13.7. We will do our best to protect your Personal Information, and we will use technology that will help us to do this. When you provide your personal data through our website, this information is transmitted across the internet securely using industry standard encryption. However, the transmission of information via the internet is not completely secure and we cannot guarantee the security of your information transmitted to our website. Any transmission of your information on the website is entirely at your own risk.
- 13.8. fastjet and/or appointed third party payment processing providers may be required to process credit / debit card information in accordance with PCI. This means that we adhere to high security standards in order to protect your payment card details when you are sending us this information.
- 13.9. The information that you provide to us will be held in our systems or systems stored by service providers/third parties for the purposes prescribed in this policy. As described in this Privacy Policy, we may in some instances disclose or allow access to your information by third parties who act for us for the purposes described in this policy or for other purposes approved by you. Where these third parties process your personal data on our behalf, we require that they have appropriate technical and organisational measures in place to protect this data.

13.10. We will ensure that all employees and/or third-party service providers having access to your Personal Information are bound by appropriate and legally binding confidentiality and non-use obligations in relation to your Personal Information.

## 14. International Transfer of Personal Information

14.1. We may, from time to time, transfer, store or host, your Personal Information on servers outside of South Africa. This may include access to your Personal Information by staff operating outside of South Africa who work for us or for our suppliers or agents (this includes staff engaged in, among other things, the fulfilment of your booking, for example our ground handling agents who assist you at the airport, and the provision of support services).

14.2. Should your Personal Information be transferred outside South Africa, we shall ensure that at least the same level of data protection will be applied in the other country where the data is being processed and/or that we and/or the service provider acts at all times in compliance with applicable data protection and privacy laws.

14.3. We also provide links to third party websites through our website. These are subject to separate Privacy Policies and are not controlled by fastjet. Please be aware that this Privacy Policy does not apply to such websites and fastjet is not responsible for your information that third parties may collect through these websites.

14.4. Also, in some instances we may be compelled by law to disclose our customers' personal data to a third party, such as airports and border control agencies, and we have limited control over how data is protected by that party.

## 15. Use of Cookies

15.1. In order to improve our services, to provide you with more relevant content and to analyse how visitors use our website and app, we may use technologies, such as cookies, pixels or tracking software. Please be aware that in most cases we will not be able to identify you from the information we collect using these technologies.

15.2. For more information on how we use cookies and how you can remove them, read our Cookie Policy.

## 16. Updates to our Privacy Policy

16.1. We may update this Privacy Policy from time to time, to ensure that the information we provide to you is up to date and in accordance with the relevant data protection laws. Any new version of this Policy will be published on our website.

## 17. Contact information

17.1. Questions, comments and feedback regarding this Privacy Policy, are welcomed and should be addressed to our Data Protection Officer at [data.protection@fastjet.com](mailto:data.protection@fastjet.com)

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