



Privacy Policy

These is the Privacy Policy for all Fastjet Group companies.

1. Definitions

- “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).
- “We”, “Our” and “Us” refers to fastjet.
- “Fastjet” means Fastjet PLC, Fastjet Africa (PTY) Ltd, Fastjet Zimbabwe Ltd and Fastjet Mozambique Limitada.
- “Material” or “Materials” includes data, information and databases.
- “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 (e.g. Your booking reference number) or information on how You Use Our Website and app or You interact with Us.

2. General and Policy Applicability

The Privacy Policy is applicable to the following fastjet group companies referred to in this policy as “fastjet”:

- Fastjet PLC, 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

Our Privacy Policy applies to the personal data that We at Fastjet collect and Use. 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.

Fastjet controls the ways Your personal data is collected and the purposes for which Your personal data is Used by Fastjet and We are the “controller” for the purposes of the data protection laws that apply to Us.

The Website is owned and operated by 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.

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2. Personal data We collect about You

We collect some of Your personal data directly from You, for example when You book a flight with Us. We may also receive Your personal data from Our suppliers who provide services to You on Our behalf, Our partners when You purchase their travel related products or third parties who act on Your behalf, for example travel agents, tour operators or other parties through which You may book a flight.

For further information refer to Section 19 of this policy.

3. Categories of data We collect

Fastjet will only collect Your personal data when We need to. 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:

- Your name, surname, Date of Birth and Your contact details (email address & telephone number)
 - When You book a flight;
 - When You take part in Our competitions;
 - When You purchase Our partners' travel products available through Our Website; or
 - When You create an account on Our Website;
- 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
- Information about Your health if You have a medical condition that may affect Your flight
 - When you Provide us with this information before or during Your flight.
- 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
- 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 Fastjet products or services
- 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
- Information related to Your flights and Our services in connection with Your flights (e.g. auto-bag drop service, declaring lost luggage)
 - When You take an Fastjet flight
 - When You Use Our services at the airport



- 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
- Information about the purchase of products available on board
 - When You pre-order these products or purchase them on board
- 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
- Your posts and messages on social media directed to Fastjet
 - When You interact with Us on social media
- Your feedback
 - When You reply to Our requests for feedback or participate in Our customer surveys
- Information about how You Use Our Website, such as Your searches for flights
 - When You Use Our Website
- Information about Your computer or mobile device such as the operating system, type of browser or device, the Internet Protocol (IP) address assigned to Your device
 - When You Use Our Website
- 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

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. Special categories of personal data

When we provide services to You, We may collect some information revealing Your racial or ethnic origin, physical or mental health or religious beliefs. These types of information are considered "special categories of personal data" under data protection laws. We only collect this information where You have given Your explicit consent after we have explained to You the reasons why this information is requested. We may also collect information in relation to criminal convictions and offences when this is necessary to ensure the safety of our flights.

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 You will not be entitled to cancel or obtain a refund of any price You have paid.

5. How and why We Use Your personal data

The data protection laws allow Us to Use Your personal data only if We have a lawful basis to do so.

Most of the times We will Use Your personal data only to perform Our services (to get You to Your destination) 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.

We Use Your personal data for the following purposes:

- To manage Your travel bookings and provide Our services to You
 - When You make a booking.
 - You make a booking through another party or by Using another Website.
 - When You are flying with Us, We Use Your information to perform Our services in relation to Your flight, for example to issue Your flight tickets, check You in for Your flight, issue Your boarding pass, accept You on board and take You safely to Your destination.
 - We also Use it to change Your flight bookings if You request such changes.
 - When You are Using Our airport services, such as when You check in at Our desks at the airport.
 - To communicate with You and manage Our relationship with You
- For Operational communications
 - Occasionally We may need to contact You by email and/or SMS for administrative or operational reasons, for example in order to send You confirmation of Your bookings and Your payments, to inform You about Your travel itinerary, to notify You when check in is available or to advise You of disruption and changes to Your flights. We may also Use Your contact details to get in touch in relation to an emergency or a safety event.
 - 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.
- Enquiries
 - We will Use Your personal data to reply to You and fulfil Your requests, administer Your claims and resolve any queries You may have as a result of contacting Us with a written request or enquiry, or interacting with Us on social media,
 - We will Use Your personal data when handling any query or claims When You contact Us by phone. Please note that Your calls may be recorded for training and quality control purposes.
- Compensation claims
 - When You make a compensation claim in case of disruption of Your Fastjet flight or losses relating to baggage.
- Feedback
 - We may send You an email or SMS to seek Your feedback.
 - We will Use the communications You exchange with Us and the feedback You may provide in order to manage Our relationship with You and to improve Our services.

- To personalise and improve Your customer experience
 - We may Use Your personal data in order to provide You with a personalised customer experience. For example, Your flight history helps Us understand what You like and ensure that You have access to the offers and the products that You find interesting.
 - We may also collect information on how You Use Our Website, in order to understand what You like. We may Use this information to tailor the content and offers that You see on Our Website, and if You have agreed to receiving marketing communications, to send You relevant messages and inform You of offers that We think You like.

- To inform You about Our news and offers that You may like
 - We may send You marketing communications on services and products, if You have indicated that You agree to receive these. If You are happy to receive marketing communications, We will provide You with news about our company, products and services. In addition, We will send You communications promoting Our partner's products and services that may relate to Your travel arrangements, if You have indicated that You agree to receive these. Please note that We will never share Your contact details and other personal data with these partners or other companies for marketing purposes. Our communications may relate to the following:
 - We will mainly contact You via email for the purposes of providing You with marketing material about Our or Our partners' products and services. 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 do not want to hear from Us about Our or Our partners' products and services, You can simply tell Us so by choosing the relevant option before confirming Your booking. You can also choose to opt out from receiving marketing communications at any time, by clicking on the relevant unsubscribe link at the bottom of the marketing related communications You may receive from Us. If You prefer, You can also call Our Customer Service team and express Your preference to not receive marketing communications.

- To improve Our services, fulfil Our administrative purposes and protect Our business interests
 - We will also Use Your 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 will Use as little information as possible and We will do that in a way so as to respect Our customers' rights and freedoms.

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

6. Your data protection rights

The GDPR and other 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. Below You will find 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 Fastjet holds about You, by completing the form which is available at the end of this section.

7. Data access

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 to request a copy of Your personal data.

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 (e.g. Your flight history for the past 12 months). An accurate description of Your request will save You time and effort and will allow Us to focus Our searches on what You need and quickly reply to You.
- 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 (e.g. Your booking references).
- 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 (e.g. passport page).

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.

8. Data portability

You have the right to receive some of Your data in a portable and reusable format. At Fastjet, We are happy to provide You with a portable copy of Your flight history; other than that, We do not really hold data that would be covered by the right to data portability.

9. Data rectification

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.

Please note that any requests for changes in Your active bookings, for example changes of passenger names or of travel document details, will only be processed by Customer Services.

10. Data deletion

We will retain Your information for the period required to fulfil the purposes set out in this Policy and when there is a legal obligation to do so.

11. Data restriction

In certain circumstances, You may ask that We continue to store Your data but not Use it. For example, if You consider that We hold information relating to You that You may need for legal purposes, You can request from Us to not delete this information.

12. Objection

You have the right to object to the Use of Your data for direct marketing purposes at any time. Please see section 3 above for more details on how You can unsubscribe from marketing.

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.

13. Withdrawing consent

As explained in section 3 above, We may Use Your personal data for various purposes and in most cases this is not Your consent. 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.

14. Data related concerns

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 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.

15. Protecting Your personal data

We are committed to protecting the personal data 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.

16. How You can protect Your data

You can follow some simple steps to keep Your information secure. When You create Your Fastjet account, choose a strong password that is unique to this account and do not share Your password with other people. If You Use the same password across Your different accounts, You increase the risk of Your data being compromised if Your password is accidentally or unlawfully accessed by another person. If You suspect that someone else has got access to Your password, make sure that You change it immediately.

If You receive an email that looks suspicious, e.g. it refers to a booking that You are not aware of, or You have doubts as to whether an email was actually sent by Fastjet, please report it to Us. Please note that We will never ask for Your payment card details via email. Also, if You receive communications about free Fastjet flights, You may reasonably suspect that these are fraudulent; We always try for Our flights to be affordable, however, it's most likely that We will not be able to offer them for free.

When We promote Our offers, We do so by Using the same email account through which We send You all Our marketing communications and We will not ask for Your personal information in these emails. Also, be aware that We promote Our offers or any competitions that We may organise on social media only through Our official page. If You have doubts whether a post, notification or communication You receive is authentic, You can easily verify whether the same information appears on Our official Website. If this is not the case, please let Us know so that We can investigate and take necessary action.

17. How We protect Your data

When You provide Your personal data through Our Website, this information is transmitted across the internet securely Using industry standard encryption.

Fastjet processes 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.

The information that You provide to Us will be held in Our systems, which are located offsite by Our appointed suppliers.

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.

Your personal data may be accessed by and processed outside the European Economic Area (the European Economic Area being the European Union and Iceland, Liechtenstein and Norway, also referred to as the "EEA") - including by staff operating outside the EEA 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). Where Your personal data are transferred outside of the EEA, We require that one of the following appropriate safeguards is in place, in accordance with data protection laws:

- there is a decision by the European Commission that the country to which Our customers' data is transferred provides an adequate level of data protection;
- in absence of such decision, the contracts that We have in place with these suppliers include EU approved model clauses in relation to the protection of Our customers' data;
- when Our suppliers access customer information from the US, We aim to ensure that they participate to the EU-US Privacy Shield framework, a self-certification mechanism that provides safeguards in relation to data transfers to US companies.

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.

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.

18. Why We Use cookies

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.

For example, We Use software to monitor customer traffic patterns and Website Usage to help Us develop the design and layout of the Website in order to enhance the experience of the visitors to Our Website. This software doesn't let Us collect any personal data. In addition, in order to understand how Our customers interact with the emails and the content that We send, We Use pixels that allow Us to know if the emails We send are opened or if the content of Our emails is displayed in text or html form.

We also Use cookies in Our Website or in Our emails. Cookies are small pieces of information stored by Your browser on Your computer's hard drive. They enable You to navigate on Our Website or app and allow Us to provide features such as remembering aspects of Your last flight search to make subsequent searches faster. You can delete cookies if You wish; while certain cookies are necessary for viewing and navigating on Our Website or app, most of the features will be still accessible without cookies.

For more information on how We Use cookies and how You can remove them, read Our Cookie Policy.

19. Sharing personal data

Your personal data may be shared with 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.

We may also share some of Your personal data with, or obtain Your personal data from, the following categories of third parties:

- 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.

- Travel agents or other companies through which You book Your Fastjet flights
- Suppliers providing services to Us in order to help Us run Our business and improve Our services and Your customer experience. We may for example share Your personal data with the companies who provide ground services for Us to the airports to which We operate. We may also disclose Your information to Our contact centre, the companies who help Us get Your feedback on Our services or the company that provides IT support to Us. At Fastjet, We select very carefully Our suppliers who process Your personal data on Our behalf and require that they comply with high security standards for the protection of Your personal data.
- Credit and debit card companies; Fastjet shares 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.
- Our partners who offer travel related products and services through Our Website, promote offers or co-organise competitions on Our Website
 - From time to time, We make certain third party offers available through Our Website or We may publish competitions co-organised by third parties. If You choose to purchase products or services offered through Our Website by third parties, accept offers or participate in a competition, some of Your personal data, such as Your contact details and Your billing information, may be directly collected by or disclosed to that third party.
 - Below You will see a list of the parties that offer their products or services through Our Website and as such Your information may be collected by or transferred to them when You purchase their products or services. Please note that this list is not exhaustive and is subject to change:
 - At this time this is not applicable



- 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.
- Authorities, including the National Aviation Authority or Airport Authorities of destinations and countries we operate in.

In addition to the categories of parties listed above, We may disclose Your personal data when this is required by the law of any jurisdiction to which Fastjet may be subject.

20. Updates to Our Privacy Policy

Our Privacy Policy is a dynamic tool and We will modify it when there is a change to the way We process Your data. 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.

21. Contact information

Questions, comments and feedback regarding this Privacy Policy, are Welcomed and should be addressed to Our Group Data Protection Officer at data.protection@fastjet.com

Fastjet Group Data Protection Officer

Key West Shopping Centre, 43 Van Buuren Road, Bedfordview, 2007, South Africa.

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