

PRIVACY NOTICE

Name of Processing Activity	CUSTOMER AND PASSENGER SERVICE
Identity and Contact Details	Jetflite Oy, Siipitie 5–7, 01530 Vantaa, Finland. Tel. +358 20 510 1900, email: sales@jetflite.fi For further information, including the exercise of your rights, please e-mail us. We respond in timely manner and in any event within any applicable legal time limits.
Purpose of Processing	To arrange flights and ensure passenger safety and service on flights, including smooth transition during travel.
Legal Basis for Processing	<ol style="list-style-type: none"> <i>Legal obligation.</i> Passenger full name, date of birth, nationality, gender and other passport information as well as visa information, hunting weapon pass and pet passport information are required by law to arrange flights. Some authorities require also passenger phone number and accommodation place address. <i>Legitimate interest.</i> Passenger food/drink preferences as well as travel history are processed for better customer service. Passenger emergency contact details are processed to contact next of kin in case of emergency. <i>Consent</i> is required when processing passenger allergy information / dietary requirements and patients' medical report (ambulance flights).
Categories of Personal Data Processed	<p>Full name, age / date of birth, nationality, gender, passport number and expiry date, social security number, visa information. Hunting weapon pass information (hunting flights). Possible pet passport information. Flight schedules and destinations, travel history. Passenger food/drink preferences and possible allergies / dietary requirements</p> <p>Medical report including details of physical and psychological health or medical condition and medical diagnosis (ambulance flights)</p> <p>Passenger contact information: phone number and accommodation place address, occasionally passenger emergency contact details</p>
Recipients of Personal Data	<p>Passenger data required by law to arrange flights is shared with:</p> <ol style="list-style-type: none"> Handling agents at destination airports and Jetex Flight Support, if its services are used. Other airlines (subcontractor or other) in case Jetflite's flight is operated by this other airline. EMA Finland Oy in case of an ambulance flight.
International Transfers	Passenger data is transferred outside the EU/EEA when shared with handling agents at destination airports outside EU/EEA and Jetex Flight Support (located in Dubai).
Data Retention Period	Passenger data will be retained three years after the last flight.
Right of Access, Rectification and Erasure/Restriction, Objection and Data Portability	<p>Under the General Data Protection Regulation (2016/679, "GDPR"), you have the:</p> <ul style="list-style-type: none"> - right to know if your personal data is processed, and if it is, have access to your personal data, as well as be provided with the information included in this privacy notice, and to receive a copy of your personal data, provided that this does not adversely affect the rights and freedoms of others. Only the first copy is free of charge (Ref. GDPR Article 15); - Right to have your inaccurate personal data rectified and incomplete personal data completed (Ref. GDPR Article 16) - Right to have your personal data erased without undue delay, if (a) the data is no longer necessary for the stated purposes; (b) you withdraw your consent, where processing was justified only by consent; (c) you object to the processing pursuant to Article 21(1) of the GDPR and there is no overriding legitimate interest, or Article 21(2) of the GDPR; (d) your

	<p>personal data has been unlawfully processed; (e) erasure is necessary for compliance with applicable laws; or (f) your personal data was collected in relation to the offer of information society services (Ref. GDPR Article 17).</p> <ul style="list-style-type: none"> - Right to obtain restriction of processing of your personal data, if (a) you contest the accuracy of your personal data (for a period enabling us to verify the accuracy of the personal data); (b) the processing is unlawful and you request restriction instead of erasure; (c) we no longer need your personal data for the purposes of the processing, but they are required by you for the establishment, exercise or defence of legal claims; (d) you have objected to processing pursuant to Article 21(1) of the GDPR pending the verification whether our legitimate grounds override yours (Ref. GDPR Article 18). - Right to receive your personal data, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller, if (a) the processing is based on consent or on a contract; and (b) the processing is carried out by automated means (Ref. GDPR Article 20). <p>IMPORTANT: Only the main content of these rights has been summarized here. Please refer to the GDPR and/or local laws for full content. Restrictions to these rights as allowed by the GDPR and/or local applicable laws may apply.</p> <p>To act on your request, we need to have sufficient certainty of your identity. We therefore kindly advise you to be prepared to provide requested reasonable information to enable us to identify you.</p> <p>Please note that where requests are manifestly unfounded or excessive (as shown by us), we may either charge reasonable administrative fees for handling a request or refuse to act on it.</p>
Right to Withdraw Consent	<p>Where processing of your personal data is based on consent, you have a right to withdraw that consent anytime by notifying us of your withdrawal as instructed in the contact details section above. Please note that withdrawal does not affect the lawfulness of processing prior to withdrawal.</p>
Right to Lodge a Complaint	<p>You are entitled to lodge a complaint with the competent supervisory authority (tietosuojavirasto) if you think that we are not processing your personal data legally or otherwise fail to fulfil our legal obligations related to processing your personal data, or if you have other reasons to do so.</p>
Necessity of Processing and Consequences of failure to provide personal data	<p>The provision of personal data to arrange flights is mainly a <i>statutory requirement</i> and for some data a <i>contractual requirement</i> (food/drink preferences and allergy / dietary requirements information) and <i>not necessary</i> (emergency contact details and travel history).</p> <p>If customer refuses to provide the personal data that is required by law, Jetflite is not able to arrange the flight. If patient's medical report is not provided for ambulance flight, ambulance flight status will not be obtained (this does not stop the flight). If passenger food/drink preferences are not provided, passenger may not have food/drink that he/she prefers and without allergy / dietary requirements information passenger may have food that he/she is allergic to or does not want.</p>
Automated Decision-Making	<p>No automated decision-making, including profiling, is related to this processing activity.</p>
Source of Personal Data	<p>All data is collected from individuals or their representatives.</p>