

Privacy Policy – Amadeus Websites and Apps

[last updated 10 April 2017]

First Layer

Basic information about the processing of Personal Information	
<u>Data Controller</u>	Amadeus IT Group SA
<u>Purpose of Personal Information Processing</u>	To inform you by e-mail of our products and services, special offers and promotions and any other marketing materials which we think may interest you.
<u>Legal Grounds for Processing</u>	Necessary for performance of a contract
<u>Recipients of the Personal Information</u>	Amadeus
<u>Data subject's rights</u>	You have a right to access, review and restrict processing of Personal Information and the right to lodge a complaint with a supervisory authority.

Second Layer:

Last Updated – [4/21/2017]

We reserve the right to change this Privacy Policy. You can determine when this Privacy Policy was last revised by referring to the "LAST UPDATED" legend at the top of this page. Any changes to our Privacy Policy will become effective upon our posting of the revised Privacy Policy on the Site. Use of the Site following such changes constitutes your acceptance of the revised Privacy Policy then in effect.

Introduction

Amadeus is committed to protecting the privacy of Personal Information it collects and processes. Amadeus will act in compliance with applicable data protection legislation.

We, Amadeus Group, want you to be familiar with how we collect, use and disclose Personal Information (information that identifies you as an individual).

Who is collecting and processing the Personal Information

This Amadeus Airline Marketing Automation Privacy Policy (the "Privacy Policy") applies to Personal Information that Amadeus IT Group SA may collect through this website (the "Site"). This Privacy Policy does not address the collection, use or disclosure of information through any other means other than the Site. This Privacy Policy does not apply to the Personal Information that Amadeus may process about you as a traveler or consumer of products offered within the Amadeus System.

What Personal Information do we collect and what is the legal basis for the processing of the Personal Information.

The legal grounds for processing Personal Information collected on this Site is the collection of Personal Information is necessary for the performance of a contract to which Amadeus is a party.

What Types of Information Do We Collect?

Amadeus and third party service providers may collect and process information from you at various stages during your use of the Site.

The types of Personal Information that we collect and process may include:

- a. Personal Information, this may include
 - a. First Name, Last Name, Company Name, Email address
 - b. Any other info you provide to us in contact forms;
- b. IP details and location data; and

- c. Cookies in accordance with this policy and the [Cookie Policy](#)

Information you give us

Personal Information is information that identifies you as an individual. The information we collect may include: name, postal address, telephone number, e-mail address and other personal information you provide by submitting forms on this website/app.

Information we and our third party service providers may collect from you

Cookies and Advertising Amadeus or third parties may collect Personal Information from you through the use of Cookies. For detailed information on the Cookies we use and the purposes we use them please see our [Cookie Policy](#).

Technical Information This may include your IP Address, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.

For what purpose is your Personal Information used?

We may use the Personal Information collected from you:

- To provide our services to you and to communicate with you in connection with the services provided through this Site;
- To send you important information regarding the Site, changes to our terms, conditions, and policies and/or other administrative information.
- For our internal business purposes, such as data analysis, audits, developing new products, enhancing our website, improving our services and identifying usage trends. This information may be used as personal information and non-personal information.
- To fulfill your requests (e.g., to send you news and updates and answer your questions).
- To obtain your feedback (e.g., through a survey).
- To inform you by e-mail of our products and services, special offers and promotions and any other marketing materials which we think may interest you.

Any sharing of Personal Information using third party platforms would be governed by the terms of the third party platform used.

Who is the Personal Information shared with?

We may share Personal Information with Amadeus Affiliates, who, due to the nature of the services Amadeus provides as a global travel technology supplier, may be located in any location around the world. These Amadeus Affiliates may process Personal Information for the purposes described in this Privacy Policy. A link to the complete list of Amadeus Affiliates and their locations can be found in the Amadeus Annual Report <http://www.amadeus.com/investors/financial-reports-and-presentations/annual-reports>

In addition, we may also disclose your information

- to third parties, business partners, suppliers, subcontractors and service providers for the performance of any contract we enter into with them or you;
- To analytics and search engine providers that assist us in the improvement and optimisation of our Site;
- To an affiliate or other third party in the event of any reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including without limitation in connection with any bankruptcy or similar proceedings); and
- If necessary: (a) under applicable law including laws outside your country of residence; (b) to comply with legal processes; (c) to respond to requests from public and government authorities including public and government authorities outside your country of residence; (d) to enforce our terms and conditions; (e) to protect our operations or those of any of our affiliates; (f) to protect our rights, privacy, safety or property, and/or that of our affiliates, you or others; and (g) to permit us to pursue available remedies or limit the damages that we may sustain.

Where Personal Information is transferred to another country Amadeus will take steps reasonably necessary to ensure that your Personal Information is adequately protected, treated securely and in accordance with this Privacy Policy and applicable legislation.

Third Party Sites and sending messages through the site

This Privacy Policy does not address, and we are not responsible for, the privacy, information or other practices of any third parties, including without limitation any third party operating any site to which this Site contains a link; or any third party platform such as a social media platform where Amadeus to share Personal Information at your request. Where Personal Information is shared in this way the use of the Personal Information will be governed by the terms of the third party platform you have requested Personal Information is shared with. The inclusion of a link on the Site does not imply endorsement of the linked site by us.

This Site may permit you to send messages regarding Site-related content to another individual through the site. If you wish to use this feature, you may be required to provide us with the individual's email address. By using this functionality, you affirm that you are entitled to use and provide us with the recipient's name and email address for this purpose. Amadeus shall not assume any liability that may arise from sending this kind of messages to the recipients because we are doing this at your request.

Security and Integrity of Personal Information

We use reasonable organizational, technical and administrative measures to protect Personal Information under our control. Unfortunately, no data transmission over the Internet or data storage

system can be guaranteed to be 100% secure. Please do not send us sensitive information through e-mail. 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), you must immediately notify us of the problem by contacting us in accordance with the contacting section of this Site. Please note that e-mail communications will not necessarily be secure; accordingly you should not include credit card information in your e-mail correspondence with us.

Retention of Personal Information

We will retain your Personal Information for the period necessary to fulfill the purposes outlined in this Privacy Policy unless a longer retention period is required or permitted by law.

Use of the Site by Children

The Site is not directed to individuals under the age of eighteen, and we request such individuals not to provide Personal Information through the Site.

Data Access, correction requests and other questions

If you would like to access, review, correct, update or otherwise limit our use of your Personal Information that has been previously provided to us, you may contact us by email in English language at dataprotection@amadeus.com. For security reasons, we reserve the right to take steps to authenticate your identity before providing access to Personal Information. Amadeus may also be restricted from allowing access to, change or deletion of some Personal Information.

Contacting Us

If you have any questions regarding this Privacy Policy, please contact us by e-mail at airline-dataprotection@amadeus.com.

Your rights

Although Amadeus intends to carefully address any request and/or claim from you, as well as carefully process your personal information, you are entitled to file any claim or complaint before the relevant data protection authorities, if the answer provided by Amadeus does not meet your expectations.