

## **PRIVACY POLICY**

Version dated 13 August 2014

### **Introduction**

Fly All Ways Airlines, notice that the personal privacy of its passengers and frequent flyer members (grouped together in this document as “customers”), prospective customers and the visitors to its website is very important. The personal data of Fly All Ways customers, prospective customers and website visitors is thus handled and protected with the greatest possible care

Fly All Ways office at Parastraat 2 – 10, in Paramaribo, Suriname, is the responsible party for processing the company’s data.

### **Discover the convenience of Fly All Ways online, in social media and on your mobile device**

Fly All Ways is continuously expanding and improving its electronic services to offer its current customers, potential customers and visitors to the Fly AllWays website even greater convenience. The Fly AllWays website, for instance, offers 24-hour access to online bookings. Everything from planning your trip to e-tickets is easier with e-services.

All of this is now available online, through social media and in the Fly AllWays website QR code for mobile devices. It is important that you first read through the Privacy Policy for the Fly All Ways website before using them.

This Privacy Policy applies to all processing of your information by or on behalf of Fly AllWays.

### **What personal data does Fly All Ways Airlines process?**

Within the framework of providing you with its services, selling you its products and services, or allowing you to contact Fly AllWays Airlines for any other reason, Fly All Ways Airlines records such data as your name, address, e-mail address, telephone number, personal travel preferences and interests. Fly All Ways Airlines uses your data for executing contracts, for providing services, and for informing customers, prospective customers and visitors to the Fly All Ways Airlines website about the activities, products and services of Fly All Ways Airlines. One-way Fly AllWays Airlines uses your personal data for your convenience is to consider your travel preferences and interests and to develop new services and products. Sometimes, Fly All Ways Airlines issues surveys or holds contests and/or competitions in which customers, prospective customers and/or visitors to the website are approached to participate.

### **What if you do not wish to receive any information?**

If you would rather not receive any information about the activities, products and services of Fly AllWays Airlines, you can indicate this to click on the unsubscribe link at the bottom of each e-mail notification.

### **E-mail services**

Providing electronic services is important to Fly AllWays Airlines, particularly because these e-services offer customers, prospective customers and website visitor's quick and convenient access to information. When you subscribe to receiving such communications as Fly AllWays Airline's electronic newsletter, you are giving Fly AllWays Airlines permission to use your e-mail address for sending you the newsletter, and other mail such as surveys and news about special offers and flight information.

If you no longer wish to receive information via e-mail, you can click on the unsubscribe link at the bottom of each e-newsletter.

### **False Fly AllWays Airlines e-mails**

If you received an e-mail about a flight that you did not book, this may be an attempt to retrieve your personal information (also known as phishing) or infect your computer.

Such messages you can recognize by:

- the lack of a personal salutation
- urgent request to answer
- poor grammar and spelling mistakes
- a link to an unknown web address
- reference to a ticket number that was not requested or purchased by you.

Fly All Ways Airlines will never send you an e-mail asking for personal information. A genuine Fly All Ways Airlines ticket via e-mail never has any attachment or link to personal information.

We recommend not responding to this e-mail, to not click on any links or open any attachments and to provide no personal information. Please forward the e-mail to us via: [customersupport@flyallways.com](mailto:customersupport@flyallways.com)

Please note that we will not reply to messages sent to this address.

### **The Fly AllWays website's registration of clicking behavior**

At the Fly AllWays Airlines website, general visiting data such as the most commonly requested pages is recorded without this data being linked to the identity of the

visitor. The purpose of this information gathering is to make the Fly AllWays Airlines website as convenient as possible in regard to the needs of its visitors. This data can also be used to place information which is better geared to the needs of visitors on the website. In this way, Fly AllWays Airlines can continue to improve its lending of services.

### **The Fly AllWays Airlines website's use of cookies/applets**

In offering its services, Fly AllWays Airlines makes use of cookies/applets. These are compact pieces of information stored on the hard drive of your computer. Fly AllWays Airlines uses both temporary cookies and special cookies/applets. Temporary cookies contain no personal data and are intended only to make it easier for you to use the Fly AllWays Airlines site. Once special cookies/applets have been stored in your computer, our website can identify you each time you return to the Fly AllWays Airlines site. With this information, the site can be designed specially to meet your needs – and to make our site nicer to use. Even if you have switched off the use of cookies/applets in your browser, you can still visit most of the elements in the Fly AllWays Airlines website.

### **What security measures does Fly All Ways Airlines take?**

Fly AllWays Airlines is doing everything possible to safeguard your personal data from wrongful use. Only authorized personnel have access to your data.

### **Fraud prevention**

To prevent fraud in the purchasing of tickets, Fly AllWays Airlines checks the accuracy of the information provided for all payment transactions. This may entail the use of an international fraud detection system. This will only be used to prevent and combat payment and identity fraud during the purchasing of aviation-related services.

### **Links to other sites**

Certain pages on the Fly AllWays Airlines site have links to the websites of other companies. Because Fly AllWays Airlines cannot be responsible for how these companies handle personal data, you are advised to read the policy (or statements) of these non- Fly AllWays Airlines sites carefully in regard to how they process and protect personal data since the conditions offered by these sites may not be the same as those offered by Fly All Ways Airlines.

### **Travel from and to destinations in the Caribbean and South America**

The names of passengers who have disembarked at any airport operated by Fly AllWays and who have been found by the Police, Customs, immigration, security personnel to be carrying illegal drugs or other prohibited goods, will be recorded by the local authorities. On the basis of this information, Fly AllWays Airlines will be entitled to refuse to enter into any transport contract with these persons.

### **Changes**

Fly AllWays Airlines reserves the right to revise its privacy policy from time to time. For this reason, please check regularly for the most recent version of Fly AllWays Airlines privacy policy.

This version was drawn up on 13 august 2014.