

FLYAWAY® Application Privacy Statement

Effective date: December 16, 2022

This Application Privacy Statement (“**Privacy Statement**”) applies to the collection and processing of personal information submitted by, or otherwise obtained from, you in connection with the FlyAway® Bus Ticket Application (“**Application**”). The Application is provided by LAWA through its service providers (“**Application Partners**”), collectively “**WE**”. By using or otherwise accessing the Application, you acknowledge that you accept the practices and policies outlined in this Privacy Statement.

WHAT PERSONAL INFORMATION DOES LAWA COLLECT?

WE collect the following types of personal information about our users:

Personal Information You Provide to Us:

WE may collect and process all, or some of the following types of personal information that you provide us when accessing or using the Application:

- Your full name email address and username
- Your mobile or other SMS number
- Information about FlyAway® ticket purchased, such as the ticket ID, type of Ticket, date and time of purchase of the ticket, and the validity period of the ticket, and itinerary
- Payment details, information about the financial transactions, related to the credit or debit cards used for purchases, the email address the purchase receipt was sent to, and information about credit or debit cards saved in the account
- Information about FlyAway® ticket activations, such as the type of ticket and the date and time of activation, end of the validity time, or expiration of the ticket
- Any other information you may provide us when using the Application (such as information you may send us using the “contact us” function of the Application).

Personal Information Collected Automatically:

WE may receive and store certain types of usage related information whenever you interact with the Application. For example, WE may collect information on the type of mobile device that you are using and its unique device identifier (for example, the IMEI number, the device’s mobile phone number, or the MAC address of the device’s wireless network interface), the type of mobile browser that you are using, the mobile operating system that you are using, mobile network information and the time zone setting.

HOW DOES LAWA USE THE INFORMATION IT COLLECTS?

LAWA may use the information described in this Privacy Statement for the following purposes:

- To provide you with the FlyAway® ticket services
- Internally, to analyze, develop and improve its products and services
- To provide you with information, advice and guidance about our products and services
- To comply with the laws and regulations that could apply to us
- To seek to enforce and defend our legal rights
- To seek to detect, investigate, prevent and report fraud, crime and other illegal activities

- To seek to protect and promote your health & safety and that of our other customers, staff and third parties
- To inform you about incomplete purchases of our products and services
- To administer and manage the Application, including troubleshooting and testing
- To ensure that the Application's content is presented in the most effective manner and customised for customers
- For data analysis, research, statistical and survey purposes

WILL LAWA SHARE YOUR PERSONAL INFORMATION?

WE neither rent nor sell, nor give away your personal information to anyone. WE will not share your information with third parties except as outlined below:

Service Providers: WE will share your personal information with our service providers, such as our Application Partners.

Agents: WE employ other companies and people to perform tasks on our behalf and need to share your information with them to provide products or services to you. Unless WE tell you differently, LAWA's agents do not have any right to use personal information WE share with them beyond what is necessary to assist us. You hereby consent to our sharing of personal information for the above purposes.

Protection of LAWA and Others: WE may release personal information when WE believe in good faith that release is necessary to comply with the law; enforce or apply our conditions of use and other agreements; or protect the rights, property, or safety of LAWA, our employees, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction, including but not limited to law enforcement, government bodies and regulatory authorities.

With Your Consent: Except as set forth above, you will be notified when your personal information may be shared with third parties, and will be able to prevent the sharing of this information.

WHAT PERSONAL INFORMATION CAN I ACCESS AND UPDATE?

You have a number of rights in relation to your personal information. These include the right, subject to exceptions, to access your personal information and request its rectification.

LAWA allows you to access the following information about you for the purpose of viewing, and in certain situations, updating that information. This list may change in the event the Application changes.

- Account and user profile information
- User e-mail address, if applicable
- User preferences
- Application specific data

Please contact us at flyawayprivacy@lawa.org for any question regarding your rights.

CAN CHILDREN USE THE APPLICATION?

The Application is not intended for children under the age of 13. WE do not knowingly or specifically collect information about children under the age of 13 and believes that children of any age should get their parents' consent before giving out any personal information.

CHANGES TO THIS PRIVACY STATEMENT

LAWA may amend this Privacy Statement from time to time. Use of information WE collect now is subject to the Privacy Statement in effect at the time such information is used. If WE make changes in the way WE use personal information, WE will notify you by posting an announcement on the Application or sending you an email. Users are bound by any changes to the Privacy Statement when he or she uses or otherwise accesses the Application after such changes have been first posted.

QUESTIONS OR CONCERNS.

If you have any questions or concerns regarding how LAWA protects your privacy, please send us a detailed message at flyawayprivacy@lawa.org. WE will make every effort to resolve your concerns.