

Introduction

This declaration of confidentiality applies to all data collected by Airlinair. The guidelines set forth hereunder have been drawn up to help you understand how the data you provide us with will be used.

What data does Airlinair need?

In general, you can visit Airlinair website telling us who you are or giving us any personal information. It may happen, however, that by not being provided with the minimal required data indicated in the corresponding fields and on other pages of the site, Airlinair may be unable to sell you certain products and/or to render certain services.

Why does Airlinair collect personal data?

By "Personal Data", we mean any information concerning a person which allows this person to be identified; it can be your name, age, telephone number, postal or electronic address. Airlinair wishes to collect, store and use your Personal Data in order to:

- meet its obligations under the purchase-sale contracts or any other contract agreed between Airlinair and yourself
- provide customer assistance, including services related to Airlinair activities
- get your opinion on Airlinair products and services and to conduct product surveys
- facilitate and process your information searches and requests regarding Airlinair and its products and services
- provide you with the latest information concerning Airlinair products and services, including the special offers which might interest you
- improve Airlinair products and services for you
- organise raffles, contests and other promotional offers
- possibly call upon your services, should your candidacy correspond to the profile required for an employment offer published by Airlinair on one of its websites

How does Airlinair collect personal data?

Airlinair collects your personal data in several ways. We might, for example, ask you for information when you correspond with Airlinair, call us to make a purchase or to request a service, or sign up to participate in an online poll or in promotional offers. Here are some classic examples of how Airlinair collects personal data:

- when you buy an Airlinair product or service, we collect your name and address, the name of the product or service you wish to purchase, etc.
- when you request assistance from our customers services
- when you buy a product or request a purchase, we record your name, your contact information, the products you wish to buy, and the object of the requests you sent us.

The data collected online can also be combined with information you provide to Airlinair at other times. For example, telephone calls forwarded to our telephone exchanges, or during public demonstrations, such as exhibitions and trade shows. In such cases, the Personal Data provided to Airlinair may be merged with the existing databases, to simplify our client-data management systems.

Your preferences

The personal data we collect may be stored in different databases. Airlinair shall use all its efforts to consider the sundry preferences you may have expressed over time, so that your information is processed in a coherent manner. Should you, for any reason, receive improper data, Airlinair Customers Services may contact you to remedy this situation.

When does Airlinair communicate personal data?

Airlinair will abstain from communicating, without your consent, any Personal Data to third parties other than the companies which are part of the Airlinair group, except in the following cases:

Personal Data may be communicated to third-party subcontractors to allow them to execute the contracts you have agreed to and for which Airlinair calls upon other companies to perform some tasks on its behalf; such tasks might include, for example, orders execution, packages deliveries, postal and electronic mail consignment, commercial assistance and customers services provision, credit-card payments processing. These companies will have access to the personal data needed to carry out these tasks, but are not allowed to use them for any other purpose, and are required to treat such data in accordance with the applicable laws.

Personal Data may be communicated to third parties to comply with Airlinair legal obligations. Should some Personal Data be communicated to third parties to allow them to provide certain services to Airlinair, on behalf of Airlinair, or under the instructions of Airlinair, the latter will take the measures needed to ensure that such third parties respect their own privacy protection policies and that they:

- do not use the Personal Data for any purpose other than those authorised
- obtain and process Personal Data only with the condition that such information is protected from any abuse, adopt strict policies and conditions concerning the protection and use of said Personal Data
- strictly abide by applicable laws.

Anonymous or generic data (including "generic" statistics) with which you cannot be identified are excluded from restrictions concerning use, processing, communication and transmission, and from other restrictions limiting the use of Personal Data.

Collected data security

Airlinair undertakes to protect your Personal Data and to maintain their quality. Airlinair will do everything reasonably within its power to take the required measures and technical and organisational precautions needed to secure the Personal Data and to protect them from all access, unauthorised use or modification, and all abusive destruction.

Cookies and action tags

Airlinair website may call on a widely used technology based on so-called "cookies" or electronic spies. These are small elements of information placed on your hard disk when you reach a Website, or a certain part of a Website. These cookies allow Airlinair to identify the parts of its Websites most frequently visited by Internet users, and to determine how much time they spend there.

Airlinair uses cookies to study traffic patterns on its sites, in order to improve the latter's performances, personalise the user's experience, and better suit the users' interests and preferences. For example, Airlinair keeps track of the domains from which people visit us, and also measures visitor activity on its own websites. It bears stressing that these follow-up files are set up and maintained in such a fashion as to render the data unidentifiable.

Cookies may also be used to recognise your computer the next time you visit a Website. This can save you time (for example, by avoiding the need for you to register again) or help you personalise your Internet parameters.

If you do not wish to accept these cookies, you may deactivate them by following the instructions provided by your browser manufacturer. Please refer to your browser instructions or to the help screen to learn more about these functions. Within Internet Explorer for example, you may go to Tools / Internet Options / Security, and select the Confidentiality tab to modify the browser as you wish.

"Action tags," also known as web beacons or gif tags, may also be used on our site. This technology tells us when visitors click on key elements (such as links or diagrams) in a Web-created Airlinair page or in an Airlinair e-mail. When you ask us to send you information on a certain promotion or bulletin, we may use action tags to determine which e-mails were effectively opened. We use this information to optimise our content and our services.

These action tags usually work in association with cookies. If you do not wish to have your cookies associated to visits made to these pages, you may set up your browser parameters in such a fashion as to render cookies inoperative. In Microsoft Outlook 2003 and similar programs, downloading of pictures from a site may be blocked by site bases.

Access to your personal data

In accordance with the January 6th, 1978 law on Computing, Files and Liberties and in agreement with the clauses relating to Personal Data safety, you have the right to access, rectify, modify and remove your Personal Data. You may also refuse their use.

If you wish to see, correct, modify or update your Personal Data stored in an Airlinair database, please contact Airlinair at the address indicated under the "Contact" heading, by e-mail, fax, telephone or mail. To protect individual privacy, you will be asked to provide proof of your identity.

If you no longer wish to receive an e-mail that was sent to you, follow the "Unsubscribe" link and/or the instructions appearing (normally) at the bottom of the e-mail. If you use more than a single e-mail address to make your purchases or contact Airlinair, unsubscribe every e-mail account you use.

Links to other sites

Airlinair website may contain links leading to other websites not operated by Airlinair. Airlinair does not share your Personal Data with these sites. While Airlinair endeavours to link you only to sites which share the same high standards applied by Airlinair regarding the respect for privacy, Airlinair is not responsible for the practices applied by other sites concerning content, security or confidentiality, and expressly rejects any responsibility derived from the use of these other sites or of the contents found thereon.