

Air Dispatch (CLC) Privacy and Cookie Policy

Air Dispatch (CLC) s.r.o. and AIR DISPATCH (CLC) Sp. z o. o.

(hereinafter the "**Air Dispatch (CLC)**")

Air Dispatch (CLC) and data privacy

Air Dispatch (CLC) is committed to protecting and respecting your privacy.

This privacy statement sets out the basis on which we will process any personal information that we may collect about you as a visitor to our website or premises or a contact at one of our customers, suppliers or other business partners.

The primary controller of the personal data is the company Air Dispatch (CLC) s.r.o., ID No.: 24696790, with its registered office at Aviatická 12/1048, 161 00, Prague, Czech Republic. In some cases the personal data may be disclosed or processed individually or jointly with AIR DISPATCH (CLC) Sp. z o. o., ID No. 0000401948 with its registered office at Bokserska 66, 02-690 Warsaw, Poland.

Which information do we collect about you

We may collect and process the following information (personal data) about you:

- **Information that you give us:**

This is information about you that you give to us when:

- Contacting us via contact form at <https://air-dispatch.com/contact/> (full name, e-mail, telephone number and details of your enquiry); and
- Visiting our website, giving us a business card (or similar), filling in forms that we ask you to complete or corresponding with us by telephone, post, email or otherwise.

It may include, for example, your name, address, email address and telephone number; information about your business relationship with Air Dispatch (CLC); and information about your professional role, background and interests.

- **Information that our website and other systems collect about you:**

- If you visit our website it will automatically connect some information about you and your visit, including the Internet protocol (IP) address used to connect your device to the Internet and some other information such as your browser type and version and the pages on our site that you visit. Our website may also download necessary "cookies" to your device.
- If you exchange emails, telephone conversations or other electronic communications with our employees and other staff members, our information technology systems will record details of those conversations, sometimes including their content.

- **Other information:**

We may also collect some information from other sources. For example:

- If we have a business relationship with the organization that you represent, your colleagues or other business contacts may give us information about you such as your contact details or details of your role in the relationship.
 - We sometimes collect information from third party data providers or publicly available sources for anti-money-laundering, background checking and similar purposes, and to protect our business and comply with our legal and regulatory obligations.
- **a Cookie** is a small file that is placed and stored on your browser or device by a platform. Cookies allow a website owner to distinguish the activities carried out from your device from other users of that website. We only use essential cookies on the website. These cookies are necessary for the operation of our platforms, allowing core website functionality and enabling users to make use of our other online services

How do we uses your information

We may use your information for the following purposes:

- to handle and solve your enquiry posted to us via contact form at <https://air-dispatch.com/contact/> or otherwise;
- to operate, manage, develop and promote our business and, in particular, our relationship with the organization you represent (if any) and related transactions;
- to operate, administer and improve our website and premises and other aspects of the way in which we conduct our operations;
- to protect our business from fraud, money-laundering, breach of confidence, theft of proprietary materials and other financial or business crimes; and
- to comply with our legal and regulatory obligations and bring and defend legal claims.

We may from time to time review information about you held in our systems including the contents of and other information related to your email and other communications with us for compliance and business-protection purposes as described above. To the extent permitted by applicable law these reviews will be conducted in a reasonable and proportionate way and approved at an appropriate level of management.

We will only process your personal information as necessary so that we can pursue the purposes described above, and then only where we have concluded that our processing does not prejudice you or your privacy in a way that would override our legitimate interest in pursuing those purposes. In exceptional circumstances we may also be required by law to disclose or otherwise process your personal information. We will tell you, when we ask you to provide information about yourself, if provision of the requested information is necessary for compliance with a legal obligation or, on the other hand, if it is purely voluntary and there will be no implications if you decline to provide the information. Otherwise you should assume that we need the information for our business or compliance purposes (as described above).

The information provided to us by you may be processed by us under different legal basis, as the case may be. Usually, it will be the situation when the processing:

- is necessary for the performance of a contract to which the data subject is party or in

order to take steps at the request of the data subject prior to entering into a contract;

- is necessary for compliance with a legal obligation to which Air Dispatch CLC is subject;
- is necessary for the purposes of the legitimate interests pursued by Air Dispatch CLC or by a third party.

Disclosure and international transfer of your information

We may disclose personal information about you, where reasonably necessary for the various purposes set out above:

- to the other members of the Air Dispatch and dnata group of companies;
- to your colleagues within the organisation that you represent;
- to service providers who host our website or other information technology systems or otherwise hold or process your information on our behalf, under strict conditions of confidentiality and security;
- to a person who takes over our business and assets, or relevant parts of them; or
- in exceptional circumstances:
 - to competent regulatory, prosecuting and other governmental agencies, or litigation counterparties, in any country or territory; or
 - where we are required by law to disclose.

These disclosures may involve transferring your personal information overseas. You should be aware that this may include transfers to countries outside the European Economic Area / UK, which do not have similarly strict data privacy laws. In those cases, where we transfer personal data to other members of the Air Dispatch and dnata group or our service providers, we will ensure that our arrangements with them are governed by data transfer agreements, designed to ensure that your personal information is protected, on terms approved for this purpose by the European Commission.

Retention and deletion of your information

We will delete the information that we hold about you when we no longer need it. Note that we may retain some limited information about you even when we know that you have left the organisation that you represent, so that we can maintain a continuous relationship with you if and when we are in contact with you again, representing a different organisation.

Your rights

You may have a right of access to the personal information that we hold about you, and to some related information, under data protection law. You can also require any inaccurate personal information to be corrected or deleted. You can object to our use of your personal information for direct marketing purposes at any time and you may have the right to object to our processing of some or all of your personal information (and require them to be deleted) in some other circumstances. If the processing is based on your consent, you may have a right to withdraw consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

You can also lodge a complaint about our processing of your personal information with the office for personal data protection:

*Czech Office for Personal Data Protection
Pplk. Sochora 27
170 00 Praha 7
Czech Republic
<https://www.uoou.cz/en/>*

or

*Polish Office for Personal Data Protection/Urząd Ochrony Danych Osobowych
ul. Stawki 2
00-193 Warszawa
Poland
<https://uodo.gov.pl/en>*

Contact us

We welcome questions, comments and requests regarding this privacy statement and our processing of personal information. Please send them to:

Prague Office (main office):

Air Dispatch (CLC) s.r.o.

ID No.: 24696790

Aviatická 12/1048, 161 00, Prague, Czech Republic

Phone number: +420 221 101 200

Warsaw Office:

AIR DISPATCH (CLC) Sp. z o. o.

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