

## ***Annex IV to the General Terms and Conditions of Air Carriage of Enter Air***

### **PRIVACY POLICY**

1. The controller of passengers' personal data is ENTER AIR sp. z o.o. with its registered office in Warsaw (zip code: 02-146) at 74 Komitet Obrony Robotników street, entered in the National Court Register at No. 339408 (hereinafter referred to as "**ENTER AIR**").
2. Regarding the matters concerning the processing of personal data, including the exercise of rights, please feel invited to contact the designated Data Protection Officer electronically at [dataprivacy@enterair.pl](mailto:dataprivacy@enterair.pl) or [daneosobowe@enterair.pl](mailto:daneosobowe@enterair.pl) or in writing - to the address of ENTER AIR.
3. ENTER AIR collects the following categories of data:
  - a. **Data necessary for execution and settlement of contracts.** In the case of purchasing a ticket through a charterer, we obtain full name, gender and age of the passenger. In the case of contracts concluded directly with ENTER AIR, the scope of data additionally includes the data necessary for identification, conclusion and settlement of the contract, information on accompanying persons and information on additional services.
  - b. **Travel arrangements data.** We process travel information and the information voluntarily provided by passengers, related to their particular needs, including information on their health, medical or dietary needs.
  - c. **Travel data.** We process the data concerning special situations and incidents on board involving passengers.
  - d. **Information on passengers on board (API).** Many countries require airlines to provide data on passengers arriving at or departing from the given country. In such a case, the data including full name, gender, date of birth and identity card number is collected before departure and immediately after check-in. The data shall be transmitted to the border control authorities in the country of destination. The obligation to transmit API data for flights outside of the Schengen zone also results from national legislation. In such a case, API data is transferred at the request of the Commander of the Border Guard unit with jurisdiction for the place of crossing the state border of the Republic of Poland.
  - e. **Passenger Name Record (PNR).** We are obliged to transmit the data concerning your flight to the competent authorities of the Member States. The obligation to transfer data is aimed at the prevention, detection, investigation and prosecution of terrorist offences and serious offences. Detailed rules on the transfer of that data to the competent authority (e.g. Border Guard) and on the processing of that data by such an authority may be different in the respective EU member states. Enter Air does not obtain any additional data in excess of what has already been collected in the course of its business. In our case, the scope of the PNR data transferred may include: full name, date of reservation, date of travel, contact information (if purchased directly from the carrier), travel agency name, check-in status information, information on minors and their guardians, seat number on board the aircraft, baggage information, and API data collected. In the case of Poland, PNR data is transferred to the Border Guard and processed on the basis of national regulations. The passenger flight data transferred to the Border Guard of the country of destination

(PNR, API data) is deleted by the air carrier immediately after being transferred to the competent authority;

- f. **Data processed on account of the processing of complaints.** In the event of a complaint, we process the personal data you have provided in order to confirm your right to lodge a complaint and to process it.
  - g. **Data processed for other purposes.** Your personal data may also be processed:
    - i. to conduct on-board sales. We store the collected data for the period of limitation of claims;
    - ii. to keep records of passengers not admitted to the given country or deported (Schengen Borders Code);
    - iii. to meet the passenger's border crossing requirements, including immigration and customs requirements;
    - iv. to pursue the legitimate interests of ENTER AIR, in particular to establish, pursue or defend against claims. We store the collected data for the period of the statute of limitations for claims to which passengers are entitled;
    - v. to perform the obligations of the controller to provide the information on the flights of passengers as specified in the laws of the given country of departure or destination.
4. Your personal data may be provided:
- a. **to contractors of Enter Air** with whom we cooperate to the extent necessary for the provision of air transport services, including: travel agencies, payment intermediaries, air transport authorities;
  - b. **to subcontractors of Enter Air**, including ground handling agents, claim handlers and baggage handlers, companies servicing and handling EnterAir's technical infrastructure;
  - c. **to the entities related to Enter Air**, in particular the following companies: Enter Air Services sp. z o.o., Enter Air S.A.;
  - d. in the scope admissible by the law – **to state authorities and other entities**, if the obligation to provide them with your data results from mandatory provisions of the law in effect in the destination country.
5. Each flight during which an aircraft crosses the state border and takes off or lands in the territory of the Republic of Poland, including an intra-Community flight, is subject, under Polish regulations, to the obligation to submit your flight data to the National Passenger Information Unit (Krajowa Jednostka do spraw Informacji o Pasażerach) (hereinafter referred to as “the Unit”) which is an organizational unit of the Border Guard. PNR data will be transferred to the Border Guard unit for the sole purpose of preventing, detecting, combating and prosecuting the perpetrators of terrorist offences, serious offences or fiscal offences which are subject to at least three years' imprisonment. For our airlines, the scope of the PNR data transferred may include: full name, date of reservation, date of travel, contact information (if purchased directly from the carrier), travel agent or travel agency identification, check-in status information, information on minors and their guardians, seat number on board the aircraft, baggage information, and API data collected (hereinafter referred to as the “PNR data”). Relevant national legislation obliges the Border Guard to ensure an adequate level of security regarding the processing of PNR data. In order to monitor the processing of PNR data by the Border Guard (JIP), the Passenger Data Protection Officer was appointed. The controller of PNR data is the Chief Commander of the Border Guard (Komendant Główny Straży Granicznej); Email address: [gabinet.kg@strazgraniczna.pl](mailto:gabinet.kg@strazgraniczna.pl). Phone number (main

number): +48 22 500 40 00, Address: al. Niepodległości 100, 02-514 Warszawa. You have the right to access your personal data processed by the Chief Commander of the Border Guard and to request that it be supplemented, updated, rectified or deleted should it be incomplete, out-of-date, incorrect or has been collected in violation of the law. In the event of a breach of the rules governing the processing of your personal data, you have the right to compensation and to assert your rights in court. You also have the right to request information about your rights or to lodge a complaint with the President of the Polish Personal Data Protection Authority, concerning the processing of your personal data in connection with the processing of PNR data. You have the right to contact the Data Protection Officer for information on passengers. The contact data of the Officer is as follows: ppłk SG Grzegorz Rawski; e-mail: [inspektor-PNR@strazgraniczna.pl](mailto:inspektor-PNR@strazgraniczna.pl); phone No.: 22 513 54 87, address: al. Niepodległości 100, 02-514 Warszawa.

6. Your personal data may be transferred to the entities cooperating with Enter Air that are located outside of the territory of the European Economic Area ("EEA"), which may not guarantee a proper level of data protection. In such a case, transfers outside of the EEA will be carried out using the protection measures provided for in the GDPR.
7. On account of the processing of your data by ENTER AIR, you have the right to access your data; the right to rectify inaccurate or incomplete data; the right to request deletion of the data which is no longer necessary for the purposes for which it has been collected, if it is processed unlawfully or when it should be deleted in accordance with the law; the right to limit the processing of data if you contest the accuracy of the data, consider the processing to be unlawful and you oppose its deletion; the right to object to the processing of data where the data is processed in accordance with legitimate interests, including for direct marketing purposes; the right to data portability with regard to the data processed by electronic means for the performance of a contract or on the basis of consent. The above rights are subject to legal restrictions (e.g. we cannot delete your personal data if the obligation to collect it arises from the law).
8. Furthermore, you have the right to lodge a complaint against the processing of your personal data to President of the Polish Personal Data Protection Authority if you consider that the processing is unlawful.
9. Please feel invited to become familiar with all the information on personal data protection included in our Privacy Policy available at [www.enterair.pl](http://www.enterair.pl) under Privacy Policy.