



## Privacy Policy

This Privacy Policy applies to the NokScoot website, [www.nokscoot.com](http://www.nokscoot.com), and explains how we protect the privacy of any personal information you provide to us during the course of your online experience.

Your privacy is important to NokScoot. Which is why we have developed a Privacy Policy that covers how we handle the information you may provide us with when you visit our website.

This Privacy Policy is divided into two parts:

- Part A: General customer data privacy policy statement
- Part B: Privacy policy statement for customer data collected through our website

Part A: General customer data privacy policy statement

### 1. Types of Customer Data

#### 2. We will collect 2 broad categories of customer data, depending on the nature and circumstances of the service requested or transaction undertaken:

- o Customer data, which is personal information that links back to an individual e.g.: name, address, email address, number and code

- Statistical Data, which is information on the behaviour of visitors to our website (see Section 2 of Part B). This is collected for analytical purposes, to better understand the profile of our customers. This information will not be stored on your customer record, and is entirely anonymous, necessary to enforce legal regulations, or necessary to investigate suspected unlawful activity

### 2. Purpose for collection, processing and disclosure

We currently collect customer data for the following purposes:

- o Providing you with the information about news, promotions, products, and services we offer, as well as those offered by our business partners
- o Compliance with standard safety, security and legal requirements

### 3. Processing and disclosure of customer data

We may process and disclose your personal information with third parties, such as our travel and freight service providers, or travel related businesses, partner airlines, airport management, security personnel and other carriers for the purpose of processing your travel arrangements. Please rest assured that in all such instances, we will ensure that they adhere to the terms of this Privacy Policy, and will prohibit them from using your personal information in any way other than the specific purpose for which we supply it. We may also disclose your personal information to law enforcement agencies and governments for security, customs and immigration purposes.



Please note that the initial recipients of such information may share booking data with other government agencies or enforcement authorities. Other than the above, we will not disclose your personal information without your consent unless it is either authorised or required by law, necessary to prevent a threat to life or health, reasonably necessary to enforce legal regulations, or necessary to investigate suspected unlawful activity.

#### 4. Transfer of information overseas

Our head office is based in Bangkok, Thailand. We may thus transfer your personal information to overseas data storage facilities where we keep our central records, our offices or appointed agents. Such transfers are necessary for us to fulfill our contract with you, as well as with relevant third parties, where applicable.

#### 5. Consent to provide information

Whenever there is a need for us to perform a service for you that requires your personal information, your consent in providing such data will be implied from your request of the service or transaction to be completed. However, where required by law, we will require you to agree to the collection of your personal information, expressed in written consent e.g.: signing a form or checking a box.

#### 6. Access to your information

We will, on request, allow you to access your personal information stored with us. However, we may charge an administrative fee to help us recover the costs incurred to supply such information to you. In exceptional circumstances, we may not be able to comply with your request, but will provide you with the explanation for refusal, where applicable.

#### 7. Retention

We will retain your personal information for as long as necessary to fulfill the purpose for which it was collected, or as required by relevant laws.

#### 8. Accuracy

We will need your assistance to ensure that the personal information you provide to us is current, complete and accurate. If there are errors or changes to be made, please contact us and we will work towards either correcting it or discuss alternative actions with you.

#### 9. Updates to the privacy policy

We may amend this Privacy Policy if and when the business or legal requirements change. The updated versions will always be posted on our website with a date stamp, so that you are aware of when the last update was made. Subject to applicable laws, the prevailing language of the Privacy Policy will be English. In the



event of any inconsistency in understanding between the English version and any translated version, the English version will prevail.

## 10. Contact us

If you have comments or questions about this Privacy Policy statement, please contact us in writing at the address below referencing 'Privacy Policy':

NokScoot Airlines Company Limited

2nd Floor, Central Block Building, Terminal 1

Don Muang International Airport

Vibhavadi Rangsit Road, Don Muang, Bangkok 10210, Thailand

Part B: Privacy policy statement for customer data collected through our websites and our mobile services facility

### 1. Cookies

Most websites like ours use cookies to enhance your online experience. Cookies are small pieces of data that are transferred to your computer's hard drive from your web browser to recognise your preferences and to tailor content for you on subsequent visits to this website. The cookies do not contain your personal information (unless you specifically chose our "Remember Me" feature) but only statistical data, which is entirely anonymous. You can refer to your browser settings to see if cookies have been enabled, or to simply remove any that you do not want.

Please note that if you disable the use of cookies on your browser or remove specific cookies from this website or linked sites, then you may not be able to enjoy the full-functionality of these sites.

### 2. Online user behaviour

In order to improve your online experience in future, we may track the online behaviour of our visitors to further optimize our website and/ or our presence on referral websites. This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses the cookies stored on your computer to help analyse your use of the website. This information will then be transmitted to a Google server in the USA and stored there. Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activities for website operators and providing other services relating to website activity and Internet usage. Google may also transfer this information to third parties where required by law or for processing this data on behalf of Google. Google will never associate your IP address with any other data held by Google. Please note that such data will not be tagged your customer record and is completely anonymous, and will only be aggregated for statistical analysis.

### 3. Links to other websites



Our website may provide you with links to other websites for your convenience and information. Whilst this Privacy Policy will protect your personal information on our website, we cannot control the policies of other sites we may link to, or the use of any personal information you may share with them.

#### 4. Minors

We cannot distinguish the age of visitors to our website. If a minor (according to applicable laws) has provided us with personal information without parental or guardian consent, the parent or guardian can contact us (see Section 9 of Part A) to remove the relevant information.

For enquiries on privacy matters, please email to [privacy@nokscoot.com](mailto:privacy@nokscoot.com)