

10. Privacy Notice

EAW is committed to protecting and respecting your privacy.

This Notice sets out why we collect personal information about individuals and how we use that information. It explains the legal basis for this and the rights you have over the way your information is used.

This Notice covers EAW and its subsidiaries – EAW Ltd in relation to the collection and use of the information you give us. We may change this Notice from time to time. If we make any significant changes we will advertise this on the website or contact you directly with the information. Please check this page occasionally to make sure you are happy with any changes.

If you have any questions about this Notice or concerning your personal information please contact our helpline at admin@entebbeairways.com or by post to EAW, P. O. Box 178, Plot 24B, Lugard Avenue Entebbe.

a) What type of personal information we collect

- I. The information we collect when you make an enquiry or support us may include your name, date of birth, email address, postal address and phone number.
- II. If you are making a booking on one of our flights, you are asked to provide name, address and confirm the identity of all the passengers (in the form of passport or other recognised forms of identification).
- III. If you are a job applicant, the information you are asked to provide is as set out in the application and necessary for us to process the application.
- IV. If you require us to make a bank payment into your account, we collect your bank account details, name and address.

b) How we collect information

We may collect information from you whenever you contact us or have any involvement with us for example when you:

- I. Visit our website
- II. Fly with us or access one of our other services
- III. Work or volunteer with us
- IV. Enquire about our activities or services
- V. Sign up to receive news about our activities
- VI. Post content onto our website/social media sites
- VII. Attend a meeting with us and provide us with information

- VIII. Contact us in any way including online, email, phone, SMS, social media or post.

c) Where we collect information from

We collect information:

- I. When you give it to us directly: You may provide your details when you ask us for information, book or make payment for a flight, attend our events or contact us for any other reason.
- II. When you have given other organisations permission to share it: Your information may be provided to us by other organisations if you have given them your permission. This might be a charity working with us or might be when you buy a product or service from a third party organisation. The information we receive from others depends on your settings or the option responses you have given them.
- III. When you use our website: See the information about the use of website under that heading below.
- IV. When it is available on social media: Depending on your settings or the privacy policies applying for social media and messaging services you use, like Facebook, Instagram or Twitter, you might give us permission to access information from those accounts or services.

d) How we use your information

We will use your personal information in a number of ways, which reflects the legal basis that applies to the processing of your data. These may include:

- I. Providing you with the information or services you have requested
- II. Confirming your identity in order to fly with us and/or your right to fly into another country
- III. Sending you communications, with your consent, that may be of interest including information about our services and activities.
- IV. Carrying out your obligations under any contract between us
- V. Seeking your views on the services or activities we perform so that we can make improvements
- VI. Maintaining our organisational records and ensuring we know how you prefer to be contacted
- VII. Processing job applications.

e) Our legal basis for processing your information

The use of your information for the purposes set out above is lawful because one or more of the following applies:

- I. Where you have provided information to us for the purposes of requesting information or requesting that we carry out a service for you, we will proceed on the basis that you have given consent to us using the information for that purpose, based on the way that you provided the information to us. You may withdraw consent at any time by emailing us at admin@entebbeairways.com. This will not affect the lawfulness of processing of your information prior to your withdrawal of consent being received and actioned.
- II. It is necessary for us to hold and use your information to perform our obligations under a contract entered into with you or for mutually agreed due diligence prior to entering into a contract.
- III. It is necessary to comply with our legal obligations.
- IV. Where the purpose of our processing is the provision of information or services to you, we may also rely on the fact that it is necessary for your legitimate interests that we provide the information or service requested, and given that you have made the request, would presume that there is no prejudice to you in our fulfilling your request.

f) How we keep your information safe

We understand the importance of keeping your personal information secure and take appropriate steps to safeguard it. For example, all emails sent from our organisation are encrypted and our servers have appropriate levels of security to make our best effort to prevent cyber-attacks.

We always ensure only authorised persons have access to your information, which means that everyone who has access is appropriately trained to manage your information.

No data transmission over the internet can however be guaranteed to be 100% secure. So while we strive to safeguard your information, we cannot guarantee the security of any information you provide online and you do this at your own risk.

g) Children's Information

We appreciate that many families working with us have children. Where appropriate we will ask for consent from a parent or guardian to collect information about children (under 18 years old).

h) How long we keep your information

We will hold your personal information for as long as it is necessary for the relevant activity. By way of example, we hold records of donations you make for at least six years in Uganda so we can fulfil our statutory obligations for tax purposes; in other countries it may be longer. Each department has established retention policies which comply with this document and are published in the appropriate manual.

i) Your rights

You have the right to request details of the processing activities that we perform with your personal information through making a Subject Access Request. Such requests must be in writing. More details about how to make a request, and the procedure to be followed, can be found in our Data Protection Policy. To make a request contact us at admin@entebbeairways.com.

You also have the following rights:

- I. The right to request rectification of information that is inaccurate or out of date
- II. The right to erasure of your information (known as the “right to be forgotten”)
- III. The right to restrict the way in which we are dealing with and using your information; and
- IV. The right to request that your information be provided to you in a format that is secure and suitable for re-use (known as the “right to portability”)
- V. Rights in relation to automated decision making and profiling including profiling for marketing purposes.

All of these rights are subject to certain safeguards and limits or exemptions, further details of which can be found in our Data Protection Policy. To exercise any of these rights, you should contact the data protection team at the above address.

If you are not happy with the way in which we have processed or dealt with your information, you can complain to the Information Commissioner’s Office.

j) Changes to this Privacy Notice

This notice may be changed from time to time. If we make any significant changes we will advertise this on our website(s) or contact you directly with the information.

Please check this notice each time you consider giving your personal information to us.