

# *Privacy policy*

## Introduction

The Emirates Group includes any and all of the following entities and/or brands: Emirates, Dnata, Dnata World Travel, SkyCargo, Skywards, Emirates Holidays, Arabian Adventures, Galileo and their associated brands and/or companies from time to time (collectively referred to as "we", "us" and "Emirates"). A list of the entities and/or brands that comprise the Emirates Group is available upon request from:

Emirates  
Corporate Communications  
PO Box 686  
Dubai, United Arab Emirates

A reference in this Statement to "your business" means the customer or entity involved in the transportation of goods on whose behalf you access this site.

## Collection and use of personal information

Emirates is required to deal with the personal information it collects in accordance with the data protection laws of the countries in which it collects, uses or holds the information. Personal information is any information about an individual that identifies an individual, or by which the individual's identity can reasonably be ascertained.

Emirates takes its responsibilities regarding the protection of personal information very seriously. This privacy statement sets out our practices and procedures in relation to the collection, use and handling of personal information that we may obtain through this website.

### Why do we need your personal information?

When you use services provided on this site you may be asked to provide personal information such as your name, contact details and debit/credit card details. We require this information for the following purposes:

- Registering you with our website and administering our website services to you and your business;
- Processing legitimate cargo consignment bookings for you or for another person for whom you are legally authorised to act;
- Administering any contest or other promotional offer you may enter;
- Responding to any queries which you may send to us by e-mail;
- Purposes relating to crime prevention and detection, and security;
- Bringing you news of our products and services; and
- Reviewing, developing and improving the services we provide.

If we are unable to collect the personal information we require, we may not be able to do business with you.

### How do we collect personal information?

Where possible, we collect personal information directly from the individual to whom the information relates. Our website contains interactive facilities, such as registration, enquiry and competition entry forms, where personal information may be collected. In addition, we may, if necessary, obtain personal information about you from third parties, including from other persons connected with your business, Emirates' customers and regulatory authorities.

### Who do we disclose your personal information to?

We may disclose your personal information for any of the above purposes:

- To other companies and/or brands in the Emirates Group;

- To third parties that we use for the provision of certain services, such as ground handling and logistical services related to the transportation of goods; to anyone to whom we transfer or may transfer our rights and duties under any agreement we have with you or your business;
- To customs or other regulatory authorities in the country of departure and/or destination in order to comply with the law in those countries;
- To third party organisations involved in credit card authorisation;
- To employees and agents of the Emirates Group.

Where the information is disclosed to our contractors, we prohibit those contractors from using personal information except for the specific purposes for which we supply it.

Other than the above, we will not disclose your personal information without your consent unless disclosure is either necessary to prevent a threat to life or health, authorised or required by law, reasonably necessary to enforce the law or necessary to investigate a suspected unlawful activity.

If you choose not to provide all the personal information we request, you will still be able to visit our web site but you or your business may be unable to access certain options or services.

### Direct Marketing

We may also use the personal information we collect from you to inform you about new products and services we provide, and special offers of selected third parties. We will generally only do so if you have agreed to receive direct marketing communications when registering for this site. If you have agreed to receive direct marketing material, you can let us know at any time if you no longer wish to receive such material by sending an email to [skycargo@emirates.com](mailto:skycargo@emirates.com)

### Security

Emirates will take appropriate steps to protect the personal information we collect from you. We have implemented technology and security features to safeguard the privacy of your personal information.

### Access to your personal information

You generally have the right to see personal information we keep about you by contacting us by the means set out below and upon payment of a reasonable fee.

We will, on request, provide you with access to the information we hold about you, unless there is an exception which applies under applicable data protection legislation in your country. If we refuse to provide you with access to the information, we will explain why.

### Keeping Your Personal Information Up To Date

We take reasonable steps to ensure that your personal information is accurate, complete, and up-to-date whenever we collect or use it.

If the personal information we hold about you is inaccurate, incomplete or out-of-date, please contact us and we will take reasonable steps to either correct this information, or if necessary, discuss alternative action with you.

### Transfer of Information Overseas

We may transfer your personal information to people in foreign countries for the purposes set out in this statement, for example:

- To Emirates offices overseas;
- To data processors (including operators of global travel distribution systems); and
- Airlines, hotels and other travel and freight service providers.

In most cases the transfer will be necessary for the performance of our agreement with you or for the implementation of pre-agreement measures taken in response to a request by you or for the performance of a contract with a third party which is concluded in your interests.

In all other cases we will take reasonable steps to ensure that the information we transfer will not be held, used or disclosed by a third party inconsistently with applicable data protection legislation or and best practice in the relevant country.

### Privacy and our website

The type of personal information we collect on our website depends on how you make use of the site. When you visit the site, your server address, domain name, the date and time of the visit and the pages viewed will be recorded.

Our web site may use "cookies" so that we can better serve you with customised information when you return to our web site. Cookies are identifiers which a web site can send to your browser to facilitate a user's next visit to our web site. You can set your browser to notify you when you are sent a cookie, giving you the option to decide whether or not to accept it. If you disable cookies, your use of our site may be affected.

Information collected about your visit to our site is retained for statistical and website development purposes, and not in a form which would enable us to identify you.

### If you send us an e-mail

If you send us an email containing personal information, we will take reasonable steps to ensure the confidentiality of that information. The content of e-mails is sometimes monitored by our host for maintenance and fault detection purposes. We may also monitor email for legal compliance purposes. E-mails may also be sent to our contractors when they relate to product or service enquiries or complaints. They also treat the information confidentially, but do record it in our in-house database.

Although we take steps to protect information sent by e-mail, e-mail is not a secure method of communication. If you are concerned about sending your personal information to us in this manner you may prefer to contact us by any of the other means set out below.

### Third party web sites

Our web site may contain links to other web sites. Emirates is not responsible for the privacy practices of web sites not operated by Emirates or by an entity in the "Emirates Group". We encourage our users to read the privacy statements of each and every web site that collects personal information. This privacy statement applies solely to information collected by our web site.

### Notification of changes to policy

If we decide to change our privacy policy, we will post those changes on our web site so our users are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it.

If at any point we decide to use personal information in a manner different from that stated at the time it was collected, we will notify users by way of an email. Users will have a choice as to whether or not we use their information in this different manner. We will use information in accordance with the privacy policy under which the information was collected.

### Resolving your concerns

If you wish to gain access to your personal information, have a complaint about a breach of your privacy or you have any query on how your personal information is collected or used please forward your request, complaint or query to the address below. We will respond to your query or complaint as soon as possible.

Our contact details:

Email: [skycargo@emirates.com](mailto:skycargo@emirates.com)