



Privacy Policy

Effective Date: **November 1, 2016**

Last Updated Date: **New Policy**

This Privacy Policy (“Privacy Policy”) is incorporated by reference into the Flightserve USA [Terms and Conditions](#) (the “Terms”). The term “Flightserve, Flightserve USA” “we,” and “us” includes Flightserve, Inc. and our affiliates and subsidiaries. All terms not defined herein will have the meanings set forth in the Terms.

Flightserve is committed to your privacy. This Privacy Policy sets forth how Flightserve may collect, use and disclose information we obtain through the [Flightserveusa.com](#) and [Flightserve.com](#) websites and other related Flightserve websites (collectively, the “Website”).

“Personal Information” means information that, when used alone or in combination with other information, may be used to readily identify, contact, or locate you, such as name, address, phone number or email address. Personal Information does not include information that has been anonymized, as such information does not allow a third party to easily identify a specific individual.

HOW WE COLLECT YOUR INFORMATION

We collect Personal Information when you register to use the Website, visit the Website and communicate with us. We also collect other information, such as anonymous statistics regarding your usage of the Website by using cookies, server logs, and other similar technology.

Registration. When you register to use the Website, you may need to provide Personal Information, including your e-mail address.

Customer Support. We may collect Personal Information through your communications with our customer-support team.

Submitting Flight Requests. When you submit a flight request on our website or through any other means of communication, you provide us your contact details and your flight information, among other information.

Making Payments. When you make payments through the Website, you may need to provide Personal Information, including your credit card number, to our third-party service providers.

Cookies, Data Capture, and Other Related Technologies. In addition to the information that you may volunteer to us, certain customer data is automatically collected when you visit the Website. The Website collects and stores information that is generated automatically as you use it, including your preferences and anonymous usage statistics. The website uses cookies, which are text files that contain a unique identification number. For instance, session cookies allow us to remember your preferences for sample language, login or website content. Behavioral Advertising or Third Party Cookies provide advertising to you on other websites that you may visit.

When you visit the Website, we and our third-party service providers receive and record information



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on our server logs from your browser, including your IP address, and from cookies and similar technology.

By using the Website, you are authorizing us to gather, examine, and retain data related to the provision of the Website services.

Participating in surveys and promotions

When you participate in surveys and promotions, you may provide us with data including your name, contact details and other information.

HOW WE USE YOUR INFORMATION

We use Personal Information to

- submit a flight request to, and book a private flight with, our private aircraft operators
- communicate with you regarding your flight or marketing communications
- facilitate and improve our services
- conduct sales and marketing research; and
- track usage of the Website

Communications. We may send email to the email address you provide to us to verify your account and for informational and operational purposes, such as account management, customer service, or system maintenance.

Marketing. We may use information, including Personal Information, to facilitate transmittal of information that may be useful, relevant, valuable or otherwise of interest to you.

Internal and Website-Related Usage. We use information, which includes Personal Information, for internal and service-related purposes only and may provide the same to third parties. We may use and retain any data that we collect to provide and improve our services.

Aggregate Data. We may anonymize and aggregate data collected through the Website and use it for any purpose.

FLIGHTSERVE MAY DISCLOSE YOUR INFORMATION

We may share your information:

- with our third-party service providers;
- to comply with legal obligations;
- to protect and defend our rights and property;
- upon business restructuring or sale/merger; and
- with your permission.

We do not rent, sell, or share Personal Information about you with other people or non-affiliated companies for their direct marketing purposes, unless we have your permission.

Third Party Vendors and Service Providers. We may share any information we receive with



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vendors and service providers retained in connection with the provision of the Website. We may also share Personal Information, including your name, with our partner service providers.

As Required by Law or Pursuant to Other Disclosures. We may access, preserve, and disclose your Personal Information and other account information if we believe doing so is required or appropriate to comply with law enforcement requests and legal processes, such as a court order. We may also do so to respond to your requests, protect your, our or others' rights, property and/or safety.

Merger, Sale, or Other Asset Transfers. If we restructure, buy or sell part or all of our business or transition our service to another provider, your information may be sold or transferred as part of such a transaction as permitted by law and/or contract. We cannot control how such entities may use or disclose such information.

Marketing. We do not rent, sell, or share Personal Information about you with other people or non-affiliated companies for their direct marketing purposes, unless we have your permission. We may allow access to other data collected by the Website to facilitate transmittal of information that may be useful, relevant, valuable or otherwise of interest to you.

We may also disclose your Personal Information with your permission.

SECURITY OF YOUR INFORMATION

We use appropriate technology and procedural methods to ensure that your information is treated securely and in accordance with this Privacy Policy. The Internet is not guaranteed to be 100% secure, and we cannot ensure or warrant the security of any information you provide to us and we are not liable for unintentional disclosure of the same. We will not keep your data for any longer than necessary for the purposes of business and interactions with us.

By using the Website or providing Personal Information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of the Website. If we learn of a security breach, we may attempt to notify you electronically by posting a notice on the Website or sending an email to you. You may have a legal right to receive this notice in writing. To receive free written notice of a security breach (or to withdraw your consent from receiving electronic notice), please notify us at info@flightserveusa.com.

PRIVACY OF CHILDREN

We do not knowingly collect, maintain, or use information, including Personal Information from children under 13 years of age, and no part of the Website is intended to be directed to such children. If you learn that your child has provided us with Personal Information or other information without your consent, you may alert us at info@flightserveusa.com and we will promptly take steps to delete such information and terminate such an account.

INTERNATIONAL DATA TRANSFER

By using the Website or for any of the above purposes, your data will be transferred to the United States. While some countries and geographic regions may have different data protection requirements, we will work to ensure that your information is transferred, stored and processed in accordance with the terms of this Privacy Policy and applicable data protection laws.



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By choosing to visit the Website or otherwise provide information to us, you agree that any dispute over privacy or the terms contained in this Privacy Policy will be governed by the law of the State of Florida and the adjudication of any disputes arising in connection with Flightserve or the Website will be in accordance with the [Terms and Conditions](#).

If you are traveling from the European Union or other regions with laws governing data collection and use, please note that you are agreeing to the transfer of your information to the United States and processing it globally. By providing your information, you consent to any transfer and processing in accordance with this Privacy Policy.

UPDATE YOUR INFORMATION OR POSE A QUESTION OR SUGGESTION

If you would like to update or correct any information that you have provided to us through your use of the Website or otherwise, or if you have suggestions for improving this Privacy Policy, please contact us at info@flightserveusa.com.

CHANGES TO THIS PRIVACY POLICY AND PRACTICES

Posting of Revised Privacy Policy. We may revise this Privacy Policy from time to time, and we will post any adjustments to this Privacy Policy on this web page. The revised version will be effective when it is posted. If you are concerned about how your information is used, bookmark this page and read this Privacy Policy periodically.

New Uses of Personal Information. From time to time, we may desire to use Personal Information for uses not previously disclosed in this Privacy Policy. If our practices change regarding previously collected Personal Information in a way that would be materially less restrictive than stated in the version of this Privacy Policy in effect at the time we collected the information, we will make reasonable efforts to provide notice and obtain consent to any such uses as may be required by law.

Contact Information

For questions about this Privacy Policy, your data, or Flightserve please contact us at info@flightserveusa.com or you can mail us at:

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