

aha! PRIVACY POLICY

Updated as of September 25, 2021

Welcome to aha! - a brand of ExpressJet Airlines (“aha!”, “ExpressJet”, “we”, “us”, “our”). This Privacy Policy outlines our commitment to protect your privacy rights and applies to all information we may collect through any website, application, or other electronic means, as well as any related services, events, marketing, or sales (collectively, our “Services”). Please send any inquiries about this Privacy Policy or the protection of your personal information to the address below.

INFORMATION WE COLLECT

We collect information you voluntarily provide to us while using the Services, requesting information about us or our products and Services, or by contacting us.

- This could include: names; phone numbers; email addresses; mailing addresses; passwords; contact preferences; billing addresses; debit/credit card numbers and security codes; usernames; profile photos; and other similar information.
- Some information is collected automatically but does not reveal your identity – such as IP address, browser characteristics, usage information, referring URLs, device name, location, information about how and when you access our Services.

HOW WE USE YOUR INFORMATION

We use information to comply with legal obligations and to serve customers like you:

- To provide our Services, request feedback, or manage user accounts.
- To send administrative information to you, such as product, service, feature information and/or changes to our terms, conditions, and policies.
- To protect our Services, for purposes such as fraud monitoring and prevention.
- To enforce our terms, conditions and policies for business purposes, to comply with legal and regulatory requirements, or in connection with our contract.
- To respond to legal requests and prevent harm.
- To send you marketing and promotional communications, if this is in accordance with your marketing preferences.
- Deliver personalized content and targeted advertising to you.

USE OF COOKIES

We may use cookies and similar tracking technologies to access or store information.

SHARING INFORMATION

We share information as necessary to comply with laws and fulfill business obligations. Situations in which we may share or process your data include:

- **Consent:** if you have given us specific consent to use your personal information for a specific purpose.
- **Legal Obligations:** where we are legally required to do so in order to comply with applicable law or legal process.
- **Legitimate Interests:** when it is reasonably necessary to achieve our legitimate business interests.

- **Performance of a Contract:** where we have entered into a contract with you, we may process your personal information to fulfill the terms of our contract.
- **Vital Interests:** where it is necessary to investigate, prevent, or take action regarding potential violations of our policies, suspected fraud, situations involving potential threats to the safety of any person and illegal activities, or as evidence in litigation in which we are involved.
- **Affiliates.** We may share your information with our affiliates, in which case we will require those affiliates to honor this privacy notice.

SAFETY OF INFORMATION

We have implemented appropriate technical and organizational security measures designed to protect your personal information, but no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure. It is possible that hackers, cybercriminals, or other unauthorized third parties may be able to defeat our security, and improperly collect, access, steal, or modify your information. Transmission of personal information to and from our Services is at your own risk. We caution all users to access the Services only within a secure environment.

PRIVACY RIGHTS BY JURISDICTION

If you are a resident in the EEA or UK and you believe we are unlawfully processing your personal information, you also have the right to complain to your local data protection supervisory authority via http://ec.europa.eu/justice/data-protection/bodies/authorities/index_en.htm. If you are a resident in Switzerland, go to <https://www.edoeb.admin.ch/edoeb/en/home.html>. Based on the applicable laws of your country, you may have the right to request access to the personal information we collect from you, change that information, or delete it in some circumstances. To request to review, update, or delete your personal information, please submit a request at the address below with your name, the email address you use to access the Services, the prevailing law under which you claim privacy protection, the nature of your request, and the person on whose behalf you are making the request.

CONTACT US

If you have questions or comments about this notice, you may contact us at the address below

Legal Department (Privacy)
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