

Privacy Policy - Airflight Services

PRIVACY POLICY

Airflight Service ("Airflight") and its partners (hereinafter referred to collectively as "Partners" or individually as "Partner") are aware that it is essential to protect the privacy of the personal information you provide when consulting its website (WWW.AIRFLIGHTSERVICES.COM) ("the Website" or "our Website") and using its mobile application (the "Airflight Application").

The Privacy Policy herein (the "Policy") specifies what information we may collect from you, how we will use it and for what purposes, as well as when we may transmit that information to others and your rights regarding this information. The Policy also describes the choices you can make about how we collect, use and disclose your personal information. Airflight and its Partners will not collect, use or disclose any of your personal information except in accordance with this Policy.

By installing the Airflight Application, consulting our Website or ordering and paying for the services of Airflight or any of its Partners, you are agreeing to the terms ("Terms") set out in this Policy.

You may withdraw your consent at any time by sending us a request in writing to INFO@AIRFLIGHTSERVICES.COM. Once we have received your notification that you are withdrawing your consent, we will cease using the personal information on you that we have collected, within a period of time that is reasonable according to the type of information collected and the purpose of the collection. We will send you a confirmation of receipt of your request. If you do not receive an email confirming your request, please contact us by phone at 416-445-1999. Please note, however, that without your consent, several functionalities of our Website and of the Airflight Application may be limited.

TYPE OF INFORMATION COLLECTED

We collect personal information about you when you install the Airflight Application on your mobile device, when you submit your personal information, when you open a session as a registered user, when you order our services, when you provide information in your account, when you contact us through the Airflight Application or our Website or by phone or email, and when you fill out a registration form to take part in one of our surveys.

As part of these activities, you could provide us with personal information such as your name, email and postal addresses, phone numbers, credit card or debit card

information, survey or financial information, and in some cases, your opinion (including information on your assessment of the drivers) and your preferences.

When you use the Airflight Application or visit our Website, we may also automatically collect information such as your Internet Protocol (IP) address or other mobile device identifiers, as well as location data, the referring website, your Internet service provider (ISP) and the date/time stamp.

Airflight, its Partners and their service providers will use and store this data to provide you with location-based services, and to study traffic on and usage of the Airflight Application.

Airflight and its Partners will only send notifications to customers agreeing to receive them. Most mobile devices allow you to manage or to deactivate location services in the device's Settings menu. If you have any questions about how to deactivate location services for your device, please contact your mobile service provider or the manufacturer of your device. However, if you deactivate your mobile device's location services, the Airflight Application will no longer work properly, because location services are essential to its operation.

The Airflight Application and the Airflight Website are for people aged 16 and older. If we learn that we have collected personal information from a child under 16, we will make sure to promptly delete it from our records.

WHY YOUR INFORMATION IS COLLECTED

Information is collected for the following purposes:

- To create your account;
- To process your orders and provide our services;
- To collect precise location data about you and the driver and vehicle assigned to you;
- To send information or answer your questions regarding the progress of your order;
- To process your payment;
- To send order confirmations;
- To administer your account and contact you;
- To facilitate communications, including by collecting information about your device, your telephone number and the content of your text messages;
- To send push notifications about your orders and your use of our services;

- To communicate with you (via our mobile applications, phone, alerts, email, postal mail or otherwise) and to present promotional materials and additional information about our services and surveys; and
- To conduct market and performance research to help us evaluate our service, measure our performance and improve the experience and services we offer.

You can always choose not to receive promotional material, advertisements or even push notifications from Airflight and its Partners. You can refuse push notifications through the settings of your mobile device. To stop receiving the other items, please send an email to INFO@AIRFLIGHTSERVICES.COM or contact us by phone at 416-445-1999. In the email, you must provide your full name and the email address you used to register or to pay for our services. It may take up to two (2) weeks to process requests. Should you be included in an email mailing list of Airflight or its Partners, you can unsubscribe by clicking the unsubscribe link provided at the bottom of each promotional message.

We expressly confirm that we will not use your personal information for any other purpose without your consent. In addition, we will collect only the personal information required to achieve the above-mentioned objectives.

Furthermore, personal information may be used and disclosed to the extent that the law is respected and that Airflight and its Partners deem reasonably necessary to protect the rights, property or safety of any person or entity.

PERSONAL INFORMATION AND THIRD PARTIES

Airflight and its Partners do not sell or rent your personal information to any third parties, except those authorized under the law to obtain them.

However, your personal information may be shared as part of a merger, asset sale, financing or acquisition, or the negotiations that precede them, or in any other situation where your personal information may be disclosed or transferred as assets of Airflight or its Partners.

We may disclose information about you to our partners (including service and content providers, or copyright holders) to the extent that such disclosure is necessary for the purposes identified in this Policy. In particular, we may use the services of third parties to facilitate our business operations, for example, to outsource payment processing, to host our services at a server collocation facility, to send information messages about our services by email or alert, or to provide customer service. As part of these business activities, our service providers may have access to the personal information about you that we have collected, in order to use it for a limited amount

of time in connection with these activities. When we use third parties to handle any personal information, we implement reasonable contractual and technical protections to ensure that these third parties keep strictly confidential all personal information they handle. Please note that these third parties may be established in other countries, where the laws on personal information may be different from those in your country of residence. We keep your personal information only for the amount of time required for the purposes identified in this Policy, or longer if required by applicable law.

We reserve the right to disclose your personal information if required by law, in response to requests that are part of the legal process or law enforcement, and to the extent necessary to protect the property, interests and rights of Airflight and its Partners.

The Airflight Application and its Website may contain references or links to websites operated by third parties. We are in no way responsible for the collection, use or disclosure of information by these websites, or for the privacy practices that govern them, and we accept no liability in this regard.

USE BY AIRFLIGHT OF COOKIES ON ITS WEBSITE AND MOBILE APPLICATION

Cookies are small data files transferred to the hard drive of your computer by websites or Internet-connected devices. They keep track of your preferences, making your subsequent visits more efficient. Cookies can store various types of information, such as the number of times you visit a website, your registration information, or the number of times you view a given page or other aspect of the site. We use cookies to offer you a customized experience when you visit our Website and use our services. We also use cookies to see traffic trends in the use of the Airflight Application and our Website, and to authorize access to special or experimental content and to some service features. We use authentication tokens to automatically authenticate users of the Airflight Application.

Cookies are commonly used by most major sites to better serve their customers. Most browsers are designed to accept cookies, but can also be easily configured to block them. See your browser's help files to find out how to block cookies, view the cookies you've received and how to deactivate them completely. Note, however, that without cookies, some features of our Website will be deactivated, and as a result, you, as a user, may lose some of the Website's benefits.

ACCESS TO AND MODIFICATION OF PERSONAL INFORMATION

You have the right to see and correct the personal information we collect about you. To request such access or modification, please email us at INFO@AIRFLIGHTSERVICES.COM. We reserve the right to charge you reasonable administrative fees to view your personal information, in accordance with applicable law.

PROTECTION OF PERSONAL INFORMATION

We have taken appropriate measures to ensure the confidentiality of personal information and to protect this information against loss or theft, as well as against disclosure, copying, use, and unauthorized access or modification, taking especially into account the sensitivity of the information and the purposes for which it is intended. In addition, each employee, representative and agent of Airflight and its Partners is required to comply with this Policy. If you have any complaints, questions or comments with regard to this Policy, please email us at INFO@AIRFLIGHTSERVICES.COM.

This Policy is incorporated by reference to, and is an integral part of, the Terms of Use, which provide details on the Terms you are agreeing to when you access one of our Websites or use the Airflight Application. The Terms of Use are available at WWW.AIRFLIGHTSERVICES.COM.

CHANGES TO THE POLICY

This Policy is dated December 15, 2017.

Airflight and its Partners regularly review this Policy to keep it updated, in line with the applicable legislation. When a major change is made to this Policy, an update notice may be used to advise users of these changes and of the date of the most recent update.

If, after being notified of changes, you continue to use the Airflight Application, our Website or our services, you are deemed to have accepted such changes and are bound to comply with them. If, following changes to the Policy, you stop using the Airflight Application, our Website or our services, without taking any other action regarding your personal information, our use of such information will nevertheless be subject to our modified Policy. You are responsible for regularly reading this Policy and any changes thereto.