

Pegasus Airlines Privacy Policy

General

Your privacy is very important for Pegasus Hava Taşımacılığı A.Ş. (“**Pegasus**” or “**Pegasus Airlines**”). We are also aware of how important your privacy is to you. In this context, Pegasus Airlines Privacy Policy aims to communicate information on for which purposes and how data that belongs to you may be processed by Pegasus and may be shared with third parties. The personal data you submit to us through our website, mobile applications and other electronic communication and sales channels, will be used in accordance with the terms and conditions set out in this Privacy Policy.

We recommend that you review our Privacy Policy each time you visit our website or use our mobile applications because by using our website and mobile applications you will be deemed to accept the latest version of our Privacy Policy, including any terms that may have changed.

You will also be deemed to have accepted the terms and conditions set out in this Privacy Policy at the time of transaction whenever you purchase or use products or services provided by Pegasus through any sales channel.

All disputes that may arise in connection with the Pegasus Airlines Privacy Policy are subject to the laws of the Republic of Turkey and shall be settled under the jurisdiction of the courts and execution offices of Istanbul.

Personal Data

Pegasus acts as a data controller in accordance with the provisions of the Law No. 6698 on the Protection of Personal Data. Your personal data is therefore recorded, updated as necessary, maintained, transferred to third parties in and outside of the Republic of Turkey and otherwise processed as permitted by the said law, by or on behalf of Pegasus and in accordance with the terms and conditions of this Privacy Policy.

Pegasus, based on your consent or as permitted by the applicable law, may process the following aspects of your personal data:

- Your name, surname, occupation, address, telephone and fax numbers, e-mail address and other contact details;
- Your identification and passport details;
- Your ticketing and flight booking details;
- Your invoicing and payment details (including payment services used);
- Your product order details;
- Details regarding your personal interests;
- Information you communicate to our personnel within the scope your requests and complaints;
- Data regarding your use of our website, mobile applications and other communication channels;
- Your product or service preferences or previous experience on our products or services.

Pegasus, based on your consent or as permitted by the applicable law, may process your personal data for the following purposes:

- Completing your reservation, booking and ticketing transactions and managing your flight account;
- Better addressing your travel requirements;
- Offering you customized flight offers and services;
- Conducting listing, reporting, analysis and evaluations using collective databases, producing statistics and sharing such information with third party experts in consideration of privacy requirements;

- Conducting analysis regarding your use of our website, mobile applications and other communication and sales channels and to customize these channels for providing better service;
- Conducting research and development with respect to our products and services and your personalization options on such products and services;
- Conducting market research, directly or through the participation of service providers, using the communication tools you have provided us with;
- Promoting our products and services to you and keeping you informed of new products and services, special offers and other information we consider to be in your interest, through the use of commercial electronic communication means;
- Ensuring flight safety and security, protecting the well-being of Pegasus, Pegasus employees, our service providers and their personnel and our guests, and their properties, and complying with the applicable law and requests of competent administrative authorities including for the purposes stated in this paragraph.

Pegasus, based on your consent or as permitted by the applicable law, and for the purposes stated in this Privacy Policy, may transfer your personal data to the following third parties in and outside of the Republic of Turkey:

- Business partners;
- Employees, group companies, service providers, authorized travel agents processing your transactions and other airlines under flight coalitions and partnerships;
- Administrative authorities in accordance with flight rules and regulations and other relevant persons and entities in accordance with requirements under the applicable law;
- Authorized administrative bodies for the protection of public security, flight security and the performance of our legal obligations arising from third country laws where we operate flights.

We may collect your personal data through our website, mobile applications, call center, ticket sale offices, check-in desks and boarding gates, through authorized travel agents and other internet-based sales channels offering Pegasus products and services for sale and we may store your personal data for as long as it is required by the purposes indicated in this Privacy Policy.

At all times, you will be entitled to apply to Pegasus: (a) to inquire whether your personal data is processed; (b) to request information on the processing of your personal data; (c) to inquire about the purpose of the processing of your personal data and its use in accordance with the relevant purposes; (d) to know third parties to whom your personal data may have been transferred; (e) to request the correction of any mistakes relating to your processed personal data; (f) to request deletion or anonymization of your personal data so long as we are no longer required to keep your personal data for the purposes indicated in this Privacy Policy; (g) to have third parties supplied with your personal data of your requests indicated in (e) and (f) above; (g) and to object to any negative outcome based on the exclusive automatic processing of your personal data. Please send your requests in this respect in writing to our headquarters at the following address: Aeropark, Yenişehir Mahallesi, Osmanlı Bulvarı No: 11/A Kurtköy 34912 Pendik, Istanbul, Turkey or through the “Contact Us” tab in our website.

By using our website, mobile applications and our other communication channels or by purchasing or using any of our products or services procured through any of our sales channels you are deemed to have accepted the terms of this Privacy Policy and to have authorized Pegasus in respect of the matters covered herein.

Commercial Electronic Communications

You accept that we will use the contact details you have provided, in order to send you, at your request, or as a Pegasus Plus member, commercial electronic communications for the advertisements of our products and services, new products and services, special offers, other information related to your trip or information that we consider to be in your interest. Such commercial electronic communication may be transmitted by Pegasus or our service providers. At your request, Pegasus will terminate such communication through some or all of the communication channels in line with your instructions.

Corrections

If you believe that Pegasus has incorrect or incomplete information about you, please contact us as soon as possible. We will correct any information that is confirmed as incorrect.

If you wish to access or modify any of your details which you have provided to Pegasus as a member of Pegasus Plus, you may do so by clicking on “MY PERSONAL DETAILS” on the Pegasus Plus options menu on our website or mobile applications.

Security

Pegasus is committed to protecting the privacy of your details. Forms containing your details are protected during transmission by a 128 Bit SSL (Secure Socket Layer), which is a password protected communications channel. When Pegasus receives your details they are protected in accordance with our security and privacy standards. In order to benefit from the SSL protection, your Web browser must support SSL and SSL options on your browser must be enabled.

Each Pegasus Plus member selects a username and a password. Each member’s “username” is exclusive and two different members cannot have the same username. The “password” must not be disclosed by the user to anyone else. The user may change his/her password at any time. The user is responsible for selecting and protecting his/her password. Pegasus is not in any way liable for any problems that may arise from use of the password. If the user forgets his/her password, a new one can be sent to his/her e-mail address through the use of the “I forgot my password” link.

Likewise, the confidentiality of your personal booking code (PNR – passenger name record) for any bookings you make through our communication or sales channels, remains as your responsibility and/or the person who has concluded the transaction on your behalf. If the confidentiality of this information is not respected by the said persons, others may gain access to your booking details.

We only store your details for as long as they are necessary for our transaction requirements, or for as long as we are legally required to do so. Your credit card details are not stored on our server.

Connections

In order to make it easier for you to visit other websites, the Pegasus website contains several links, and certain contents prepared by third parties may be viewed from these links. Because Pegasus has no control over the linked websites, Pegasus cannot be held liable. The privacy provisions and conditions of our website will not be valid when you navigate through third party websites accessible through any of these links.

You will solely responsible for any problems that may arise from your access and use of, the contents of and any details you may provide to any linked websites.

From the Pegasus website it is possible to access the websites and contents prepared by Booking.com B.V., Car Trawler Limited, Transfer444 and Vize A.Ş.

Cookies Policy

Cookies are small information files that are stored on your computer when you visit a website. When there is a connection between the browser and the server, the website uses cookies to remember you. The aim of Cookies is to make life easier for website users. Depending on their use, there are four different categories of cookies: Session Cookies, Performance Cookies, Functional Cookies and Publicity and Third Party Cookies. Pegasus uses Session Cookies, Performance Cookies, Functional Cookies and Publicity and Third Party Cookies on its website. Session cookies are temporary cookies that are stored on the user's browser until the user exits the Pegasus website. The other cookies are cookies that remain on the user's browser for as long as the user does not delete them. The cookies' lifespan varies, depending on the user's browser settings.

Cookies Types and Characteristics

Session Cookies: This type of cookies is necessary for the smooth functioning of the Pegasus website. These cookies make it possible to visit the website and take advantage of its features. Session cookies are used to store the information in the web pages and to avoid the need to re-enter your details.

Performance Cookies: These cookies store information about how often the website is visited, any relevant error messages if there are any, the duration of the visit and the user's use of the website. This information improves the website's performance.

Functional Cookies: These cookies remember the choices the user has made on the website (e.g. the city, the flight date) and make the user's life easier. These cookies make it possible for the user to benefit from sophisticated internet features.

Publicity and Third Party Cookies: For the purpose of using certain functions, third party suppliers' cookies are used on the Pegasus website (e.g. cookies comprising sharing devices on social media on flight destinations and promotional pages). The website also contains the cookies of firms that carry out advert tracking.

In general internet browsers are pre-defined to automatically accept cookies. Browsers can be adjusted to disable cookies or to alert users when a cookie has been sent to their device. Because cookie management varies from browser to browser see the browser's help menu for detailed information. For details of how to delete or disable cookies or for general information about cookies, see www.allaboutcookies.org.

Enabling and Disabling Cookies

You can accept or reject cookies by changing the settings on your internet browser. For information on how to change your browser settings and how to delete cookies please see your browser instructions. Please bear in mind that when cookies are disabled some of the website's features will change. See the websites below for information about disabling third party cookies:

- Mozilla Firefox
- Internet Explorer
- Google Chrome
- Opera
- Safari

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