

PRIVACY POLICY

Flight Corner Pty Ltd Australia (trading as Flight Scanner)

Website: flightscanner.co.za
IATA Accreditation No: 02368575
ABN: 91 694 615 702

Trade Mark No: 2596157
Last Updated: 28 July 2026
Contact: admin@flights-scanners.com

1. SCOPE AND WHO THIS POLICY COVERS

This Privacy Policy explains how Flight Corner Pty Ltd (ACN/ABN 91 694 615 702), trading as Flight Scanner Australia ("we", "us", "our", "Flight Scanner"), collects, uses, discloses, stores and protects personal information of visitors and customers of flightscanner.co.za (the "Website") and related booking services (collectively, the "Services").

Because we sell flights, accommodation and travel-related products to customers based in Australia, the Middle East, South Asia, Southeast Asia, Africa and elsewhere, this Policy is drafted to meet, at a baseline level, the requirements of the principal data protection laws below. Where a specific country's law gives a customer stronger rights than this Policy states, that stronger local right applies to that customer.

- **Australia** — Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs)
- **European Union / European Economic Area** — General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679)
- **United Kingdom** — UK GDPR and the Data Protection Act 2018
- **South Africa** — Protection of Personal Information Act 4 of 2013 (POPIA)
- **United States (California)** — California Consumer Privacy Act as amended by the California Privacy Rights Act (CCPA/CPRA)
- **Canada** — Personal Information Protection and Electronic Documents Act (PIPEDA)
- **India** — Digital Personal Data Protection Act 2023 (DPDPA)
- **United Arab Emirates** — Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data (PDPL)
- **Singapore and other ASEAN jurisdictions** — Personal Data Protection Act 2012 (PDPA) and equivalent local laws

2. WHO WE ARE — DATA CONTROLLER DETAILS

Flight Corner Pty Ltd, trading as Flight Scanner Australia, is the data controller (or "responsible party" under POPIA, or "business" under CCPA) responsible for your personal information collected through the Website.

- **Registered Business:** Flight Corner Pty Ltd
- **Trading Name:** Flight Scanner (Trading Registered No.: 2596157)
- **ABN:** 91 694 615 702 | **IATA Accreditation:** 0236857 5
- **Registered Address:** 42/553-555 Melton Highway, Sydenham, Victoria 3037, Australia
- **Website:** <https://flightscanner.co.za/>
- **Privacy Contact Email:** admin@flights-scanners.com

3. PERSONAL INFORMATION WE COLLECT

3.1 Information you give us directly

- Full name, date of birth, gender, nationality and passport/ID number (where required by an airline or border authority).
- Contact details: email address, phone number, postal address.
- Payment details: card number (tokenised via our Govt. authorised payment processor), billing address, or Buy-Now-Pay-Later (BNPL) application data.
- Booking details: flight, hotel or package preferences, frequent flyer numbers, dietary or accessibility requirements.
- Account credentials, if you register an account.

- Communications you send us (support tickets, emails, chat messages, reviews).

3.2 Information collected automatically

- IP address, device type, browser type and operating system.
- Pages viewed, search queries, referral source, session duration (via cookies and similar technologies — see Section 8).
- Approximate location derived from IP address.

3.3 Information from third parties

- Airlines, hotels, consolidators (e.g. CVFR) and GDS providers (e.g. Amadeus, Sabre) confirming or amending a booking.
- Payment processors and BNPL providers (e.g. Stripe, Tabby, Tamara, Splitit, Atome) confirming payment status.
- Fraud-prevention and identity-verification services.

4. HOW WE USE YOUR INFORMATION

- To search, quote, book and manage flights, hotels and travel packages on your behalf.
- To process payments, refunds and BNPL instalments.
- To communicate booking confirmations, schedule changes, and customer support.
- To meet legal, tax, accreditation (IATA) and anti-fraud obligations.
- To improve the Website, troubleshoot errors and personalise search results.
- To send marketing communications, where you have consented or where locally permitted, and always with an opt-out.
- To comply with requests from regulators, law enforcement or courts where legally required.

5. LEGAL BASIS FOR PROCESSING (GDPR / UK GDPR)

Where the GDPR or UK GDPR applies to you, we rely on one or more of the following legal bases under Article 6:

- **Contract:** processing necessary to make and manage your booking.
- **Legal obligation:** e.g. tax, accreditation, or border-security reporting.
- **Consent:** for marketing emails and non-essential cookies, which you may withdraw at any time.
- **Legitimate interests:** fraud prevention, Website security and service improvement, balanced against your rights.

Special category data (e.g. health/dietary information relevant to a booking) is processed only with your explicit consent or where necessary for travel arrangements you have requested.

6. HOW WE SHARE YOUR INFORMATION

We share personal information only as necessary to deliver your booking, and never sell personal information for money.

- Airlines, hotels, tour operators and other travel suppliers necessary to fulfil your booking.
- Global Distribution Systems and consolidators (e.g. Amadeus, CVFR, Gokyte, Duffel) to search and ticket fares.
- Hotel aggregators (e.g. Hotelbeds, RateHawk, Expedia Rapid) for accommodation bookings.
- Payment processors and BNPL providers (e.g. Stripe, WeChat Pay, Tabby, Tamara, Splitit, Atome) to process payment.
- IT service providers who host, secure or maintain the Website.
- Regulators, tax authorities, or law enforcement, where legally compelled.
- A buyer or successor entity in the event of a merger, sale or restructuring of our business.

Where required by CCPA/CPRA, we confirm that sharing data with the service providers above for the purpose of fulfilling your booking is not a "sale" of personal information. We do not knowingly sell or share personal information for cross-context behavioural advertising.

7. INTERNATIONAL DATA TRANSFERS

Because our suppliers and payment processors operate globally, your personal information may be transferred to, and processed in, countries outside your own — including Australia, the European Economic Area, the United Arab Emirates, India, Singapore, South Africa and the United States.

- **EU/UK personal data:** transferred under Standard Contractual Clauses (SCCs) or an adequacy decision, where applicable.

- **South African personal data:** transferred in line with POPIA section 72, requiring the recipient country to have adequate data protection or an equivalent contractual safeguard.
- **All transfers:** protected by contractual confidentiality and security obligations placed on our suppliers and processors.

8. COOKIES AND SIMILAR TECHNOLOGIES

We use cookies and similar technologies to operate the Website, remember your preferences, measure traffic and, where you consent, personalise marketing.

- **Strictly necessary cookies:** required for booking, checkout and security; cannot be switched off.
- **Performance/analytics cookies:** help us understand how visitors use the Website.
- **Functional cookies:** remember language, currency or search preferences.
- **Marketing cookies:** used only with your consent, in line with GDPR/UK PECR, POPIA and equivalent laws.

You can manage cookie preferences through our cookie banner or your browser settings at any time.

9. DATA RETENTION

We retain personal information only as long as necessary for the purposes set out in this Policy, including to satisfy legal, accounting, tax or accreditation (IATA) requirements. Booking records are typically retained for seven years to meet Australian tax record-keeping obligations, unless a longer period applies under local law. Data no longer required is securely deleted or anonymised.

10. DATA SECURITY

- Payment card data is tokenised and processed through PCI-DSS compliant processors; we do not store full card numbers.
- Access to personal information is restricted to staff and contractors who need it to perform their role.
- Industry-standard encryption (TLS) protects data in transit.
- We review our security practices periodically and require our suppliers to maintain comparable safeguards.

11. YOUR PRIVACY RIGHTS BY REGION

The table below summarises the core rights available to you depending on where you are protected by law. Contact us at privacy@flights-scanners.com to exercise any of these rights; we will verify your identity before actioning a request.

Region	Applicable Law	Regulator	Core Rights
Australia	Privacy Act 1988 (Cth) & Australian Privacy Principles (APPs)	Office of the Australian Information Commissioner (OAIC)	Access, correction, complain, anonymity/pseudonymity where practicable
European Union / EEA	General Data Protection Regulation (GDPR) 2016/679	Local Supervisory Authority / EDPB	Access, rectification, erasure, restriction, portability, object, no automated decision-making
United Kingdom	UK GDPR & Data Protection Act 2018	Information Commissioner's Office (ICO)	Same as EU GDPR rights, enforced domestically
South Africa	Protection of Personal Information Act (POPIA) 2013	Information Regulator (South Africa)	Access, correction, deletion, object to processing/direct marketing
California, USA	California Consumer Privacy Act (CCPA) as amended by CPRA	California Privacy Protection Agency (CPPA)	Know, delete, correct, opt-out of sale/sharing, limit use of sensitive data, non-discrimination
Canada	Personal Information Protection and Electronic Documents Act (PIPEDA)	Office of the Privacy Commissioner of Canada (OPC)	Access, correction, withdraw consent, complain
India	Digital Personal Data Protection Act (DPDPA) 2023	Data Protection Board of India	Access, correction, erasure, grievance redressal, nominate a representative

Region	Applicable Law	Regulator	Core Rights
United Arab Emirates	Federal Decree-Law No. 45 of 2021 on Personal Data Protection (PDPL)	UAE Data Office	Access, correction, erasure, object, data portability
Singapore	Personal Data Protection Act (PDPA) 2012	Personal Data Protection Commission (PDPC)	Access, correction, withdraw consent, data portability (as phased in)
Other ASEAN / MEA / South Asia	Local data protection law (varies by country)	National data protection authority, where existing	Baseline rights applied per this Policy even where local law is silent

11.1 Exercising your rights

- **Access:** request a copy of the personal information we hold about you.
- **Correction:** ask us to correct inaccurate or incomplete information.
- **Deletion/erasure:** ask us to delete information, subject to legal retention obligations.
- **Portability:** request your data in a portable format (GDPR, PDPA, DPDPA).
- **Objection/opt-out:** object to marketing or, where applicable, opt out of sale/sharing of data (CCPA/CPRA).
- **Withdraw consent:** where processing is based on consent, withdraw it at any time without affecting past processing.
- **Complain:** lodge a complaint with us first, and if unresolved, with your local regulator listed in the table above.

12. CHILDREN'S PRIVACY

Our Services are intended for adults who can lawfully enter a travel contract. We do not knowingly collect personal information from children without the involvement of a parent, guardian, or accompanying adult traveller booking on the child's behalf.

13. MARKETING COMMUNICATIONS

Where we send marketing emails, we comply with the Australian Spam Act 2003, GDPR/UK PECR consent rules, POPIA direct-marketing consent rules, and CAN-SPAM (for US recipients). Every marketing message includes a clear and free way to unsubscribe, and we honour opt-outs promptly.

14. DATA BREACH NOTIFICATION

If a data breach is likely to result in serious harm, we will notify affected individuals and the relevant regulator (e.g. the OAIC under Australia's Notifiable Data Breaches scheme, the Information Regulator under POPIA, or the relevant EU supervisory authority under GDPR) within the timeframes required by applicable law.

15. THIRD-PARTY LINKS

The Website may link to airline, hotel or payment provider websites with their own privacy policies. We are not responsible for the privacy practices of those third-party sites, and we encourage you to review their policies separately.

16. CHANGES TO THIS POLICY

We may update this Policy from time to time to reflect changes in law or our practices. The "Last updated" date at the top of this Policy shows when it was last revised. Material changes will be highlighted on the Website or notified by email where required by law.

17. Contact Us and Complaints

General Privacy Enquiries: admin@flights-scanners.com | privacy@flights-scanners.com

Postal Address: Flight Corner Pty Ltd, 42/553-555 Melton Highway, Sydenham, Victoria 3037, Australia

If you are not satisfied with our response, you may contact your local data protection regulator listed in Section 11, such as the OAIC (Australia), the ICO (UK), your national EU supervisory authority, the Information Regulator (South Africa), or the Data Protection Board of India.