

Privacy Policy

The Saudi Air Navigation Services (SANS) provides users with access to its website (sans.com.sa). One of our main priorities is the privacy of our visitors. This Privacy Policy document contains types of information that is collected and recorded by SANS and how we use it. This Privacy Policy applies only to our online activities and is valid for visitors to our website with regards to the information that they shared and/or collect in SANS. This policy is not applicable to any information collected offline or via channels other than this website.

WHAT INFORMATION DO WE COLLECT?

Personal information

We do not collect any personal information from you, unless you provide such information voluntarily, such as by filling out a form or by registering for an Account, or by calling customer support or communicate with us in another way. In order for you to take advantage of particular opportunities provided through the Platform (for example, to use the services we offer), we may require that you provide us with certain personal information such as name, date of birth, address, telephone number, and e-mail address, about the type of the requested service, details that you decide to provide us. In addition, SANS will process personal data for the purpose for which it is collected. We will not use your contact information for product or promotional advertising unless you have specifically requested to receive product information.

Information automatically collected

In Short: Some information — such as your Internet Protocol (IP) address, geographical location and/or browser and device characteristics — is collected automatically when you visit our Website.

We automatically collect certain information when you visit, use or navigate the website. This information does not reveal your specific identity (like your name or contact information) but may include device and usage information, such as your IP address, geographical location, browser and device characteristics, operating system, language preferences, referring URLs, device name, country, location, information about who and when you use our Website and other technical information. This information is primarily needed to maintain the security and operation of our Website, and for our internal analytics and reporting purposes.

Like many businesses, we also collect information through cookies and similar technologies.

The information we collect includes:

- *Log and Usage Data.* Log and usage data is service-related, diagnostic usage and performance information our servers automatically collect when you access or use our Website and which we record in log files. Depending on how you interact with us, this log data may include your IP address, device information, browser type and settings and information about your activity in the Website (such as the date/time stamps associated with your usage, pages and files viewed, searches and other actions you take such as which features you use), device event information (such as system activity, error reports (sometimes called 'crash dumps') and hardware settings).
- *Device Data.* We collect device data such as information about your computer, phone, tablet or other device you use to access the Website. Depending on the device used, this device data may include information such as your IP address (or proxy server), device application identification numbers, location, browser type, hardware model Internet service provider and/or mobile carrier, operating system configuration information.
- *Location Data.* We collect information data such as information about your device's location, which can be either precise or imprecise. How much information we collect depends on the type of settings of the device you use to access the Website. For example, we may use GPS and other technologies to collect geolocation data that tells us your current location (based on your IP address). You can opt out of allowing us to collect this information either by refusing access to the information or by disabling your Locations settings on your device. Note however, if you choose to opt out, you may not be able to use certain aspects of the Services.

HOW DO WE USE THE INFORMATION WE COLLECT?

We use the information we collect in various ways, including to:

- Provide, operate, and maintain our website
- Improve, personalize, and expand our website in accordance with the needs of each individual, company or institution.
- Understand and analyze how you use our website
- Develop new products, services, features, and functionality
- Communicate with you, either directly or through one of our partners, including for customer service, to provide you with updates and other information relating to the website, and for marketing and promotional purposes.
- Send you emails & SMS

- Executing internal operations for the purposes of including but not limited to preventing fraud and misuse of services; Troubleshoot software and operational problems; Carrying out data analysis, testing and research; Monitor and analyze usage and activity trends.
- We may transfer, process and store the information set forth in this policy, and we will take appropriate measures to protect your personal information in accordance with this statement.

WHAT DO WE DO TO PROTECT YOUR PERSONAL INFORMATION?

SANS has taken appropriate technical, physical, and organizational measures to protect your personal information against unauthorized access or disclosure, and unlawful processing. Among other things, we use the following measures:

- Access control
- Security awareness and training
- Security breach procedures
- Device and media controls
- Audit controls
- Data Integrity Controls
- Storage and Transmission Security
- Secure disposal

We have implemented appropriate technical and organizational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the Internet or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorized third parties will not be able to defeat our security, and improperly collect, access, steal, or modify your information. Although we will do our best to protect your personal information, transmission of personal information to and from our Website is at your own risk. You should only access the Website within a secure environment. Therefore, any information that you send to the company is at your own risk. We advise you not to disclose your password to others.

CHANGES TO THIS PRIVACY POLICY

We may change this Privacy Policy from time to time. Any such changes will be posted on the Platform. By accessing the Platform after we make any such changes to this Privacy Policy, you are deemed to have accepted such changes. Please be aware that, to the extent permitted by applicable law, our use of the Information is governed by the Privacy Policy in effect at the time we collect the Information. Please refer back to this Privacy Policy on a regular basis.

SHARE INFORMATION

- With third parties to provide the service you requested through a partnership or a promotional offer presented to us.
- In response to a request to obtain information received from a competent authority, if we believe that the disclosure comes within the applicable laws, regulations, or legal procedures.

HOW TO CONTACT US

If you have questions about this Privacy Policy, please e-mail us at servicedesk@sans.com.sa with "Privacy Policy" in the subject line.