



Privacy Policy

Who we are

Put simply, 9082-3808 Québec Inc. ("uFly Corporation") and its UFLY product ("**UFLY**", "**us**" or "**we**") is a service which allows you to fly on private planes at a discounted rate. By signing-up to our platform members will have access to flight only available on UFLY. Our registered address is 1751, rue Richardson, Bureau 4.400, Montréal (Québec) H3K 1G6, Canada

We have developed this Privacy Policy to explain generally how we collect and use information.

What is in our Privacy Policy

This Privacy Policy covers the collection and use of personal information such as names, contact details and payment details ("**Personal Information**") that may be collected by us about you as a result of you interacting with us or any web page created, owned or maintained by us, such as www.uflyexec.com or the application "UFLY" (the "**App**"). Interacting with UFLY includes, but is not limited to, visiting any of our Websites, purchasing from any of our Websites, using our apps or contacting or interacting with our sales or support staff.

Please take a moment to read this Privacy Policy to learn more about our information practices, including what type of information is gathered, how and for what purposes the information is used for, to whom we disclose the information to, and how we safeguard your Personal Information.

By using our Websites, applications, products or services, you expressly consent to our use and disclosure of your Personal Information in the manner described in this Privacy Policy. If you disagree with the terms of this Privacy Policy please do not register for or use the UFLY application (including www.uflyexec.com) any service provided by us.

Please feel free to email us at flynow@uflyexec.com at any time if you have any questions about policies and practices.



Your privacy

Your privacy is a priority at UFLY and we go to great lengths to protect it. We will not pass on your personal details to any third party (unless we are required to by law and as detailed in section 'When we will disclose your Personal Information'), nor will we sell or rent your personally identifiable information or a list of our customers to third parties. However, in order for us to offer our services to our users, to enhance the quality of its service from time to time, and to protect the interests of our users, we will in limited circumstances and as further described in this policy, share some of your information with third parties under strict restrictions.

Collecting Personal Information

We collect your Personal Information for the purpose of providing you with (and administering) the use of our application, website, products and/or services, whether we do so for payment or free of charge. Your Personal Information also enables us to respond to specific requests that you have made, and to improve the way that we operate and what we offer.

In addition, your Personal Information helps us contact you and keep you updated on any announcements that we think are relevant to you. The ways in which we may use your information for marketing announcements are explained below under "marketing preferences".

Announcements include product and service updates, news and announcements about uFly Corporation, UFLY and its partners. Announcements may also be alerts and notifications sent to you as part of the service we provide.

Personal Information Collected

When you register on our application

We collect your surname, name, e-mail address, company name (if corporate account) and cell phone number. This is done to recognize you when you take the plane and to notify you and keep you inform about UFLY. We also collect metadata regarding your flight activity to send you special promotion and invitation for non-member.

We do not keep any data regarding your bank or credit card details in our system. These information are under the protection of the payment platform Stripe (www.stripe.com). Stripe uses highly dependable encryption algorithms. For more information about Stripe's security policy visit <https://stripe.com/docs/security>.



When you use our products and services

Some of our products and services require financial details to facilitate payment and/or registration for these products and services. Currently financial information comprises only of Credit Card details. Debit Cards services are not yet provided.

All financial and otherwise sensitive information will only be collected in a secure environment in which we have taken the thorough precautions and vigilance necessary to process such information. This information will only ever be transferred over an industry standard encrypted connection using SSL/TLS encryption technology directly to the secure and reputable payments partner we use to validate, manage and process Credit and Debit Card transactions. Our payments partner is fully PCI-DSS certified and has passed a myriad of security audits to assure data integrity and security. Some user information is shared with the payments partner, including email address, first name, last name, company name, Postal Code or ZIP, VAT number, and billing information for the purpose of invoicing, refunds, reporting, management and administration. We record and retain information about all transactions that take place for use in our own bookkeeping and reports, as well as for providing customer support, supporting refunds and promotions, and preventing fraud.

If you purchase any of our products or services we will need to know your full name, home address, phone number, email address and contact preferences so that we can process your order and provide you with the best possible service, personalization, and support. Information about **uFly Corporation's** products or services that you subscribe for, such as the date of purchase and information relating to a support or service issues, may also be collected by us in connection with administering our operations.

Information Collected Through our Application

By using UFLY you accept to share details regarding your flight with **uFly Corporation**. This data is then store on our servers for maintenance purposes and to improve our service offering. We also use this data to generate reports and perform statistical analysis.

This is by no means an exhaustive list of data we collect, and the volume and variety of data we collect are subject to frequent change and expansion as we develop and maintain our systems. The data we collect about in the application is also vulnerable to interruption, corruption, inaccuracy, degradation, loss and deletion as a result of accidental factors (such as system failure) or deliberate factors (such as violation of our Terms of Service). As such, we cannot guarantee your data will always remain accurate, accessible, or available.



We perform routine maintenance to ensure maximum protection and low intrusion. Our application will be updated when new details emerge. You are responsible of updating your application for keeping protection up-to-date.

We also collect metadata regarding application and website usage in order to improve our systems properly and effectively. Usage data is comprised off, without being limited to, page seen, time on page, button click, OS version and language.

Data Shared with our Partners

In order to facilitate transactions between our platform and those of our partners, some personal data is shared. Your name and surname will be sent to the airline in order to add you to the flight manifest. Furthermore, the card associated to your UFLY account will be by default used to purchase your flight. However, you can switch card for the payment.

The purchase platform of our partners is as secured as ours and uses industry standard encryption to ensure your protection.

Marketing preferences

Your Facebook or personal email account will be used to inform you with the latest update and promotion about UFLY. At anytime you will have the chance to unsubscribe from the mailing list.

Please note that even if you have unsubscribed, emails which have a direct correlation with your personal use of our products and services, including but not limited to notifications about your account, payments, activations, confirmations, receipts, payment enquiries, password reminders, replies to correspondence from you, urgent communications and vital updates from **uFly Corporation's** staff, will continue to be received. If any of these emails are received, then please acknowledge that they would have been sent on an individual basis and that your attention is required on the corresponding matter.

When will we disclose your Personal Information

uFly Corporation takes your privacy very seriously. Be assured that we do not sell or rent your contact information to other marketers. To help us provide superior service, your Personal Information may be shared with legal entities within **uFly Corporation's** group



globally who will safeguard it in accordance with this Privacy Policy. There are also times when it may be advantageous for **uFly Corporation** to make certain Personal Information about you available to companies that **uFly Corporation** has a strategic relationship with or that perform work for **uFly Corporation** to provide products and services to you on our behalf. These companies may help us process information, extend credit, fulfil customer orders, deliver our products and services to you, store, manage or enhance data, provide customer service, assess your interest in our products and services, or conduct customer research or satisfaction surveys. These companies are also obligated to protect your Personal Information in accordance with **uFly Corporation's** policies. Without such information being made available, it would be difficult for you to purchase our products and services, have our products and services delivered to you, receive customer service, provide us feedback to improve our products and services, or access certain offers and content on our website and application.

As **uFly Corporation** operates its application and its products and services globally, we may transfer your data to countries other than Canada and the United States of America. However, in all circumstances, we will take steps to ensure that your Personal Information receives the same level of protection as within North America, that it is kept secure and used only in accordance with our instructions and for the purposes explained in this Privacy Policy.

At times, we may be required by law or litigation to disclose your Personal Information. We may also disclose information about you if we determine that for national security, law enforcement, or other issues of public importance, disclosure is necessary.

How your Personal Information is protected

uFly Corporation takes precautions — including administrative, technical, and physical measures — to keep the Personal Information we hold about you accurate and proportionate, and to safeguard your Personal Information against loss, theft, and misuse, as well as unauthorised access, disclosure, alteration, and destruction.

In line with the Canada's Data Protection Act 1999 (Bill C-6), we have technological and organisational measures in place to prevent unauthorised or unlawful processing of Personal Information and against accidental loss, destruction of, or damage to, Personal Information.

We design our systems with high data security, availability, performance and integrity as a top priority and take precautions to keep the risk of loss, damage or corruption to a minimum. For example, we use computer safeguards such as firewalls and data encryption, and the



premises in which our physical systems are located are safeguarded by the providers of those systems. We use industry standard SSL encryption to secure data connections between your computer and our servers, as well as our servers and other servers while transmitting or exchanging sensitive or private information. Strict security mechanisms permit only authorised members of staff of **uFly Corporation**, and approved suppliers acting on our behalf, to access the systems handling and storing your Personal Information. We also employ rigorous and extensive data backup, redundancy and replication techniques.

Registration and updating your Personal Information

Any Personal Information entered in the fields required to register on the UFLY platform are used strictly for the purpose of registration with UFLY and are not passed on to any third party. We keep a record of all user information as well as preferences to create a secure and personalised service for our members, and for use with any website or application owned or maintained by **uFly Corporation**. Please note that a user wishing to register for the services provided by **uFly Corporation** must provide details that are accurate and correct for themselves. This means that the individual responsible for registering should only register for themselves and not on behalf of any other individual. It is also prohibited for users to have multiple accounts with UFLY. If an individual loses a password for their account, use the password reset through the UFLY application. We do not allow users to register multiple accounts with the same email address.

uFly Corporation has safeguards in place to keep your Personal Information accurate, complete, and up-to-date for the purposes for which it is used. Naturally, you always have the right to access and correct the Personal Information you have provided.

Cookies and other tracking technologies on our Application

What is a cookie?

A cookie is a small amount of data that often includes a unique identifier that is sent to your computer or mobile phone (referred to here as a "device") browser from a website and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser usually only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other websites. Many websites send cookies whenever a user visits in order to track online traffic flows.



Our use of cookies

When you access our Websites, we may automatically (i.e. not by registration) collect information that is not personally identifiable (e.g. type of Internet browser and computer operating system used; domain name of the website from which you came; number of visits, average time spent, pages viewed). We may use this information to measure the use of our Websites and improve their content, and to customise your experience and provide greater convenience each time you interact with us. We also use other technologies to study traffic patterns on our Websites.

When you view our Websites we may also store certain information on your computer in the form of a cookie file. By using a cookie, we are able to simplify and personalize our Websites for any subsequent visits you make. If you wish to block or erase the use of cookies, then please refer to the relevant instructions in your web browser.

Google Analytics and Google Tag Manager

We use Google Analytics and Google Tag Manager on our application and website to continuously improve our system by understanding the most and less used components of our service.

Crash Log

We are using a crash log system in order to identify unexpected failure of our application and perform continue QA. The system logs the situation of how the crash occurred and sends the report to our servers. The log does not hold any personal information about the individual. It only sends information such that we can replicate the crash.

User interaction recorder

On our website, we are using a user interaction recorder to help us refine our interface. The recorder does not collect any information about individuals thus conserving anonymity.



General matters

uFly Corporation may update this Privacy Policy from time to time. When we change the policy in a material way, a notice will be posted on our Websites along with the updated Privacy Policy.

The UFLY's Privacy Policy is subject to change without prior notice. By using any of our Websites and application, you abide by our terms and conditions stated on www.uflyexec.com as well as this Privacy Policy.

All details contained in this Privacy Policy are correct at the time of writing.

Any feedback you provide at this site will be deemed to be non-confidential. Ufly will be free to use such information on an unrestricted basis.

Contact us

If you have questions or concerns about UFLY Privacy Policy or data processing, please contact us at our address below, call us on +1 (844) 744-9467 or email us at flynow@uflyexec.com. The UFLY Support Team will respond to your inquiry as soon as possible.

The address to write to is:

*uFly
1751, rue Richardson
Bureau 4.400
Montréal (Québec) H3K 1G6
Canada*