

Privacy Policy

MY FREIGHTER Limited Liability Company operating under the trade name "Centrum Air" (hereinafter referred to as "Centrum Air"), respects and protects the rights of its Customers regarding privacy. This Privacy Policy outlines how Centrum Air collects and uses the personal data of its Customers. It establishes the terms and purposes of personal data processing within the company and defines the measures for personal data protection. This policy applies to all air transportation contracts or other consumer-related agreements concluded by data subjects with Centrum Air, whether through the official website www.centrum-air.com when buying air tickets or additional services or through third parties selling tickets and services of the airline.

This Privacy Policy applies exclusively to information collected by Centrum Air.

Customers and other interested parties must familiarize themselves with this Privacy Policy and be informed about the personal data collected by the airline, the stages and purposes of their usage, as well as their rights regarding personal data. By providing personal data to Centrum Air, the Customer agrees to this Privacy Policy and the collection, use, disclosure, access, sharing, transfer, storage, and processing of their personal data for the purposes described in this Privacy Policy. The Customer's consent to the transfer of their personal data is a necessary condition for the provision of services through the corporate website, mobile application, sales offices, Centrum Air agents, contact center, and services through third parties.

If you do not agree with the processing of your personal data by Centrum Air, please refrain from using the provided services.

This Privacy Policy has been developed based on the requirements of the General Data Protection Regulation (GDPR), Regulation (EU) 2016/679, and the Law of the Republic of Uzbekistan on Personal Data dated July 02, 2019.

Personal Data Collected by Centrum Air includes:

- Title and name (including surname and first name)
- Date of birth
- Gender
- Type, number of document (passport, ID), validity period, country of issuance of the travel document (passport, ticket, visa, etc.)
- Frequent Flyer Program data and participant number
- Email
- Mobile phone
- Country of residence
- Data of close relatives

The basis for collecting personal data is the conclusion of a contract with the Customer, the provision of services by Centrum Air to the Customer, and compliance with legal conditions.

Centrum Air may also receive personal data about its Customers from:

- Companies that provide services to Centrum Air Customers under a contract with Centrum Air
- Companies involved in fulfilling the transportation contract concluded with the Customer of Centrum Air, including airlines performing preceding or subsequent flights, relevant airport operators, and customs and immigration services, etc.

The scope of personal data requested by Centrum Air is limited to data necessary for the implementation of transportation contracts and related services, as well as to improve the quality of service provided when implementing such contracts and additional services.

Centrum Air uses and processes the personal data provided by Customers both automatically and manually for the following purposes:

- Processing and managing the Customer's booking and/or travel services through the airline or its resources
- Issuing airline tickets (purchase, reissue, refund, etc.)
- Administering the passenger check-in process and handling passenger lists
- Informing about changes in flight schedules and the implementation of transportation contracts
- Processing and managing the Customer's booking and/or use of airline passenger services
- Use of online services by the Customer available on any of the airline's websites and/or other interaction channels;
- Sharing information on Centrum Air's official social media pages (Facebook, Instagram, etc.)
- Sharing information and providing responses to inquiries on the corporate website and online personal account of the participant
- Implementing certified services that may be required by the Customer
- Identifying and verifying in connection with any services or products that may be provided to the Customer
- Contacting the Customer regarding their inquiries
- Conducting surveys on provided services, obtaining the level of Customer satisfaction, handling complaints
- For the airline's Frequent Flyer Program and counting flight hours and miles
- Administering contests and lotteries conducted by the airline or on its behalf
- Disclosure to third parties to comply with any law, legal requirements, orders, directives, or requests of any court, authority, or government body of any jurisdiction, which may be within or outside the Republic of Uzbekistan
- Ensuring aviation security and flight safety
- Assisting in the payment for services provided by the airline or its subsidiaries, affiliated companies, and/or business partners
- Enhancing airline security, including in relation to credit card payment processing protecting against fraud risks, including conducting procedures for matching with unauthorized transaction databases
- Providing other services related to airports and travel
- Handling any baggage claims and other issues

Centrum Air uses cookies to distinguish the Customer from other users of the website. Understanding how the Customer uses Centrum Air's website helps provide the best possible service and make improvements to the website in the future. Centrum Air uses cookies in accordance with the laws of the jurisdiction from which you visit our website. However, the Customer can always opt out of using cookies. Centrum Air's corporate website distinguishes between necessary cookies for technical functionality. The scope of personal data collected through cookies is processed in accordance with this Privacy Policy, which provides the Customer with clear and up-to-date information about the use of cookies.

Cookies necessary for the operation of Centrum Air's platforms include, for example, cookies that allow access to secure areas of our sites (such as the web server www.centrum-air.com), continue or complete booking, or use other online services. They also include cookies that help the Airline understand how users use its website, thus improving the overall experience without identifying or specifically studying the Customer or any other user individually. If the Customers disable these cookies, they may not be able to use the airline's platforms partially or completely. The airline's website uses different types of cookies for various purposes.

Depending on the purposes, cookies can be categorized as follows:

- "Mandatory Cookies" strictly necessary for purchases and bookings on Centrum Air's corporate website;
- "Functional Cookies" that recognize the Customer when they return to the airline's platforms. They allow the Airline to offer personalized content, greet the Customer by name, provide Customer data when participating in the Airline's programs (if registered), remember Customer settings (language, region, etc.), and determine if the Customer has not completed the booking (to notify and assist them);
- "Analytical/Statistical Cookies" that help improve the website's performance and make it more user-friendly. Analytical cookies extract information about the quality and/or effectiveness of services.

Cookies can be persistent or session-based. Persistent cookies are stored by the browser and remain active until the storage period expires:

- at the end of the session (e.g., when the browser is closed);
- until the specified expiration date when the storage period ends;
- until deleted by the user from the browser.
- Session cookies become invalid after their expiration.

Centrum Air's corporate website <https://www.centrum-air.com> and all its subdomains use both session and persistent cookies.

Centrum Air ensures the organization and control of all activities related to personal data processing. Personal data is processed both manually and using automation tools by collecting, recording, systematizing, accumulating, storing, updating (modifying), retrieving, using, transferring (providing, granting access), deleting, and destroying personal data. Access to personal data collection, processing, and storage operations by Centrum Air employees is strictly in accordance with their official duties and organizational and administrative regulations of Centrum Air.

Processing and storage of Customers' personal data by Centrum Air is also ensured through automated systems of Centrum Air's partners, providing specialized software solutions to support its commercial and operational activities, as well as financial organizations providing payment processing services. Centrum Air's partners are also obliged to ensure the appropriate level of reliability in collecting, processing, and storing Customers' personal data.

When users of Centrum Air's corporate website visit third-party websites via external links (including payment system resources), Centrum Air is not responsible for ensuring the privacy of personal data on third-party websites.

The storage period and duration of personal data use are determined by current legislation, regulations on the operation of automated systems used by Centrum Air, international standards defining the procedure for registration, processing, and storage of records ensuring the implementation of transportation contracts containing personal data, as well as technical documents of Centrum Air.

Centrum Air may transfer Customers' personal data (name, passport number, travel information, etc.) to authorized state and law enforcement and other bodies of the Republic of Uzbekistan and foreign countries, in compliance with applicable laws. In case of transferring personal data to a foreign country, the processing of personal data will be governed by the laws of the respective country.

To facilitate the provision of certain services to its Customers, Centrum Air transfers personal data to third parties, including other airlines, airports, and additional service providers.

Centrum Air reserves the right to review and update from time to time this Privacy Policy. If any significant changes are made to the Privacy Policy, the Airline will notify the Customer by publishing a notice on Websites before the changes take effect and take any other actions required by law.

Customers and partners of Centrum Air can submit their complaints regarding the processing of their personal data or initiate the procedure for withdrawing their consent to provide personal data.

Centrum Air is not responsible in cases of illegal disclosure, distribution, theft, loss, blocking, and falsification of personal data in the Airline's information systems and resources, as well as for other types of unauthorized access, but will take timely appropriate measures when such cases are identified.

For any questions regarding this Privacy Policy, please contact: Centrum Air, Republic of Uzbekistan, 100000, Tashkent, Buyuk Ipak Yuli Street, 262.