

Privacy Policy

Effective Date: June 25, 2025

This Privacy Policy describes how Fly Numedia ("we," "our," or "us") collects, uses, and shares your information when you use our mobile application, Fly Numedia (the "App").

By using the App, you agree to the collection and use of information in accordance with this policy. If you do not agree with the terms of this Privacy Policy, please do not use the App.

1. Information We Collect

We collect various types of information from and about users of our App, including:

a. Information You Provide to Us

Personal Identifiable Information (PII): This may include your name, email address, phone number, date of birth, postal address, and any other information you provide when creating an account, filling out forms, or contacting us.

Passport Information: To facilitate your travel bookings (flights and hotels), the App requires you to provide details from your passport, including but not limited to, your passport number, full name as it appears on your passport, nationality, date of issue, date of expiry, place of issue, and a copy or scan of your passport document.

Travel Preferences and Details: Information related to your travel plans, such as destination, dates, accommodation preferences, and passenger details.

Payment Information: Details required to process payments for bookings, such as credit card numbers and billing addresses. We do not store full payment card details; these are securely processed by our third-party payment processors.

User Content: Any content you create, upload, or share through the App (e.g., messages, photos, reviews) may be collected.

b. Information Collected Automatically

When you access and use the App, we may automatically collect certain information about your device and usage:

Network Information: We collect information related to your network connection, including your IP address, mobile network information (e.g., carrier name, signal strength), and network type (e.g., Wi-Fi, 4G, 5G).

Device Information: This includes device type, operating system, unique device identifiers, browser type, mobile network information, and crash data.

Usage Information: Details of your access to and use of the App, including traffic data, logs, and other communication data, and the resources that you access and use on or through the App.

Location Information: With your explicit consent, we may collect precise real-time location information from your device, using GPS, Wi-Fi, or cellular network triangulation. This may be used to provide location-based services, such as nearby hotels or attractions. You can disable location services through your device settings, but this may affect the functionality of certain App features.

Storage Access Information: With your explicit consent, the App may access your device's storage to read and/or write files. This access is typically used for purposes such as saving app data, caching content, or allowing you to upload photos or travel documents from your device.

2. How We Use Your Information

We use the information we collect for various purposes, including:

To provide, operate, and maintain our App and its features, specifically to process and manage your flight and hotel bookings.

To process your transactions and manage your accounts.

To verify your identity and prevent fraud, especially concerning passport information required for travel.

To improve, personalize, and expand our App's functionality.

To understand and analyze how you use our App.

To develop new products, services, features, and functionality.

To 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 App and your bookings, and for marketing and promotional purposes.

To send you push notifications, if you have enabled them.

To detect and prevent technical issues.

To comply with legal obligations and enforce our terms and conditions.

3. How We Share Your Information

We may share the information we collect with third parties in the following ways:

With Airlines and Hotels: We share necessary personal information, including your name, passport details, and travel preferences, with airlines, hotels, and other travel service providers to facilitate and confirm your flight and hotel bookings. This is essential for the services provided by the App.

With Service Providers: We may share your information with third-party vendors, consultants, and other service providers who perform services on our behalf, such as payment processing, data analysis, hosting services, customer service, marketing assistance, and identity verification. These third parties have access to your information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

For Legal Reasons: We may disclose your information if required to do so by law or in the good faith belief that such action is necessary to (i) comply with a legal obligation, (ii) protect and defend our rights or property, (iii) prevent or investigate possible wrongdoing in connection with the App, (iv) protect the personal safety of users of the App or the public, or (v) protect against legal liability.

Business Transfers: In connection with, or during negotiations of, any merger, sale of company assets, financing, or acquisition of all or a portion of our business by another company, your information may be transferred.

With Your Consent: We may share your information with third parties when we have your explicit consent to do so.

Aggregated or Anonymized Data: We may share aggregated or de-identified information that cannot reasonably be used to identify you.

4. Data Security

The security of your information is important to us. We implement reasonable administrative, technical, and physical safeguards designed to protect your information from unauthorized access, use, alteration, and disclosure. However, please be aware that no method of transmission over the Internet, or method of electronic storage, is 100% secure. Therefore, we cannot guarantee its absolute security.

5. Data Retention

We retain your information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law (e.g., for regulatory, tax, accounting, or other legal requirements). When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymize it, or, if this is not possible (for example, because your personal information has been stored in backup archives), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

6. Your Choices and Rights

You have certain rights regarding the personal information we hold about you:

Access and Correction: You may request access to or correction of your personal information.

Deletion: You may request the deletion of your personal information, subject to certain exceptions.

Withdraw Consent: Where we rely on your consent to process your personal information, you have the right to withdraw that consent at any time.

Opt-out of Marketing Communications: You can opt-out of receiving promotional communications from us by following the unsubscribe instructions provided in those communications.

Location Services: You can control the App's access to your location data through your device settings.

Storage Access: You can manage the App's access to your device storage through your device settings.

To exercise these rights, please contact us using the contact information provided below.

7. Third-Party Services

The App may contain links to third-party websites or services that are not owned or controlled by us. This Privacy Policy does not apply to such third-party services. We strongly advise you to review the privacy policies of any third-party websites or services that you visit.

8. Children's Privacy

Our App is not intended for use by children under the age of 13. We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your child has provided us with personal information, please contact us. If we become aware that we have collected personal information from a child under 13 without verification of parental consent, we take steps to remove that information from our servers.

9. Changes to This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Effective Date" at the top of this Privacy Policy. You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us:

By email: numediatravel@gmail.com