1. Communicate Openly and Effectively.

Yes, the app is very clear in communicating its privacy policy including the information collected and how it's used.

Information we collect about you

We collect and maintain information, including personal information, about you directly from you (both online and offline), automatically when you use our websites and services, and from third parties. We collect information when you make travel arrangements, contact us, complete a survey, enroll and participate in MileagePlus, participate in a promotion, or otherwise interact with us. The type of information we collect about you depends on your particular interaction with us, and may include, but is not limited to, the following information:

•Name;

•Contact information (for example, address, phone number, email address, or social media handle);

•MileagePlus number and security information (for example, password or authentication information);

•Gender and date of birth;

•Payment information (for example, credit card information or billing information);

•Passport information and photograph;

•Government ID or redress number;

•Tax ID;

•Images and biometric information;

•Travel preferences and special requests;

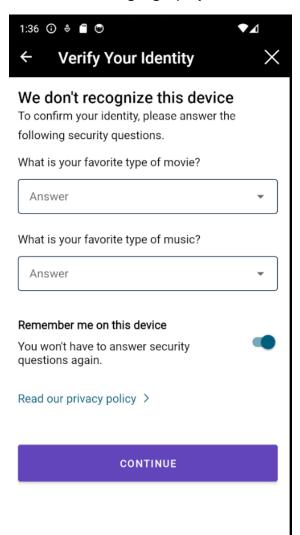•Purchase information (including both travel and

How we use your information

General - applicable to all sources of information

We primarily use your information, including personal information, to provide our services to you and to fulfill your requests. We may combine your information with other information that we have about you, that is publicly available and/or that we have obtained from third parties (either individually or in the aggregate). We also may use your information for the following purposes:
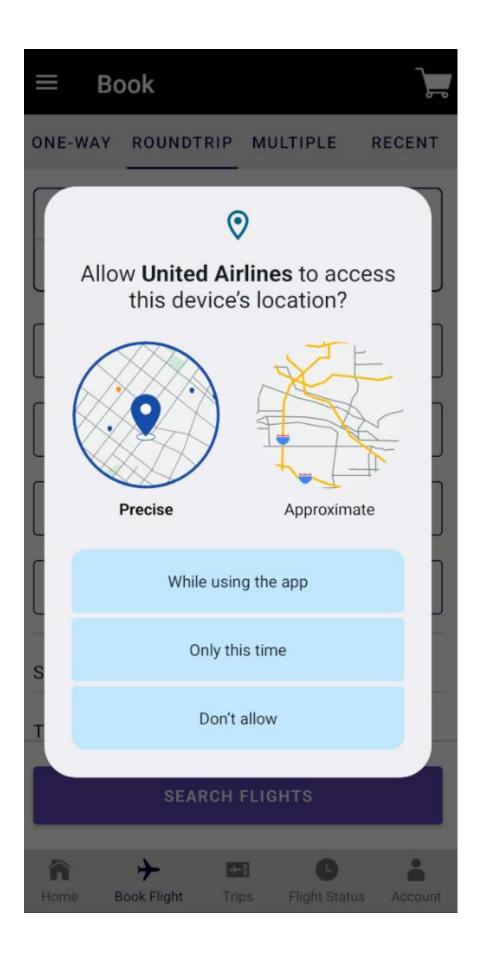
- **To improve your user experience.** To tailor the content and information that we may send or display to you; to offer customized location information, personalized help and instructions; and to otherwise personalize your experiences while using our websites or services.

- **To communicate flight information.** To provide relevant flight information, such as departure or arrival changes, baggage information, cancellation information, or in-flight information, via wireless services or app communications or notifications.

- **For operational and security needs and providing services.** To carry out our operations and services and to facilitate your transactions or requests.

- **For marketing and advertising.** We may use your information, individually, in the aggregate, and/or combined with demographic information that we maintain or collect from third parties, for marketing and advertising purposes (via email, direct mail, telephone, web or other electronic advertising, or app notifications) and to send you news and newsletters. Specifically, we may use the information that we collect about you to send you email, direct mail, telephone, digital advertisements, or app communications or notifications

2. Make Your Privacy Policy Easily Accessible

The privacy policy is relatively accessible in that when you sign in a hyperlink is present to show the policy, however this link to the privacy policy does not show up again in any of the menus of the app. The privacy policy is present on prior to download on the google playstore.

3. Use enhanced notice in situations where users might not expect certain data to be collected.

On the app the only permission request is for coarse or fine location and notifications, other than that all other permissions such as network, and wifi status. The app also creates Bluetooth connections and administers them but there is no way for me to test those permissions with the emulator. Finally, the app has permissions related to ads which there is no popup present to toggle that permission.

4. Provide Users with Choices and Controls and Empower users.

There are no privacy choices/controls for users to utilize. Users must accept the entire privacy policy as is. The app has permissions related to ads which there is no popup present to toggle that permission.

5. Secure Your Users' Data!

User's data is very insecure on the United Airlines App:

Storage:

- Insecure SQLite database that an untrusted user can input raw quires, the data is also not encrypted.
- The mobile wallet access tokens and auth codes can be easily found in Shared preferences folder.
- The app however does securely manage backups .

Communications:

- The app has several domains configured to permit clear text traffic.
- The certificates used for communication use SHA1 a weak cypto algorithm.
- Despite all the communications shortcomings United Airlines app does deploy SSL pinning.