

SITA COOKIE POLICY

POLICY DESCRIPTION

This Policy outlines how SITA uses cookies and similar technologies on our websites.

For questions regarding this Policy, contact the Global Privacy Office at privacy@sita.aero.

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This Cookie Policy ("Policy") explains how Société Internationale de Télécommunications Aéronautiques S.C.R.L., SITA N.V., and our affiliated companies ("SITA") use cookies and similar technologies on our websites ("Websites"). It explains what these technologies are and why we use them, as well as your right to control our use of them.

WHAT ARE COOKIES?

Cookies are text files containing small amounts of information which are downloaded to your computer or mobile device when you visit a website. These files are then sent back to the originating website on each subsequent visit you make to that site, or to another website that recognizes that cookie. Cookies enable websites to work and offer increased functionality in addition to providing information to website owners.

There are two common categories of cookies used on websites:

- **First party cookies** – these are created by the website or domain that you are visiting directly and help the website to function properly, enable analytics, remember settings and improve the end user experience.
- **Third party cookies** – these are created by other websites or organisations that interact with the website you are visiting and may be used for purposes such as tracking your online activity, showing you adverts or enabling you to connect with social media networks.

Cookies can remain on your computer or mobile device for different periods of time. **Session cookies** only exist while your browser is open and are automatically deleted once you close your browser. **Persistent cookies** remain after your browser is closed and can be used by websites to recognize your computer when you re-open your browser to access the Internet again.

Cookies We Use

SITA uses the following types of cookies on our website:

Strictly Necessary Cookies, also known as 'essential cookies', are necessary for our Website to function and cannot be switched off by the end user. They are typically set in response to actions made by you, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but this will limit the functionality and your user experience of the site.

Performance Cookies allow us to monitor individual and aggregated sessions to our Websites to measure their performance with the goal of optimizing the user experience. They enable us to understand what pages are being visited and how much time they take to load, as well as how individual users and our user base move around our Websites. If you do not enable these cookies, we will not be able to know when you have visited our Websites or understand your user experience, which may limit our ability to enhance our Website performance for smoother navigation.

Functional Cookies enable our Websites to provide you with enhanced functionality and personalisation to provide you with a more customized user experience and may be set by SITA or by our third-party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly, and your user experience will not be as customised to you.

Targeting Cookies may be set through our Websites by our advertising partners and used by those companies to build a profile of your interests and show you relevant adverts on other sites you visit. They may also employ technology used to measure the effectiveness of these advertisements and to understand your actions once you reach our Websites. If you do not allow these cookies, you will experience less targeted advertising.

Social Media Cookies are set by the social media services that we have added to our Websites to enable you to share our content with your friends and networks. They are capable of tracking your browser activity across other websites that you visit and building up a profile of your interests. This may influence the content and messages that you see displayed on the other websites you visit. If you do not allow these cookies, you may not be able to use or see these sharing tools.

Device and User Information

Our use of cookies for these purposes involves the collection and storage of your personal data, including information such as your device information, IP address, browsing history and interaction with our Websites.

For more information on the processing of your personal data, please refer to our general privacy statement, which can be accessed [here](#). Our general privacy statement explains how you can exercise your rights (e.g. to access,

modify or erase your personal data) and how you can contact our Data Protection Officer with any questions regarding your personal data.

Other Tracking Technologies

From time to time, we may use web beacons to understand who and how a user is interacting with SITA. Also known as "tracking pixels" or "clear gifs" these are tiny graphic files that contain a unique identifier that enable SITA to recognize when someone has visited our Website or opened an email that we have sent them. This technology allows us to monitor the traffic patterns of users from one page within our Websites to another, to deliver or communicate with cookies, to understand whether you have come to our Website from an online advertisement displayed on a third-party website and your actions once you have reached our Website, to improve site performance, and to measure the success of e-mail marketing campaigns.

How to Control and Manage Cookies

You have the right to choose whether or not to accept cookies and other tracking technologies, and you can find further information about how to do this below, though please note that where you choose to refuse cookies that you may not be able to use the full functionality of our Websites.

When accessing our Websites, you have the choice to either accept or reject all non-essential cookies and similar technologies via our Cookies Management Tool. This tool allows you to configure your preferences to accept or reject certain cookies and similar technologies, which have been categorized into the 'types' outlined above. You can also change your preferences at any time by clicking the 'Cookie Settings' icon at the bottom of our Websites. You may also be able to change your cookie settings directly through your browser which can typically be accessed under the "options" or "preferences" menu of your browser.

If you only want to limit third party advertising cookies, you can turn these off by visiting the following links, though please note that there are many more companies listed on these sites than those that drop cookies on our website:

- Your Online Choices (<http://www.youronlinechoices.com/uk/>)
- Network Advertising Initiative (<http://www.networkadvertising.org>)
- Digital Advertising Alliance (<http://www.aboutads.info/consumers>)

If you want to learn more about cookies, or how to control, disable or delete them, then please visit <http://www.aboutcookies.org> for more information.

UPDATES TO THIS POLICY

From time-to-time we may update this Policy to reflect changes to the cookies that we use or for other operational, legal or regulatory reasons. Please re-visit this Policy regularly to stay informed about our use of cookies and related technologies.

This Policy was last updated on 20 September 2024

CONTACT US

If you have any questions or comments about this Policy, or privacy matters generally, you can contact us at privacy@sita.aero, or via mail: DPO; 1 London Gate, 252-254, Blyth Road, UB3 1HA, London.