

# Gate Gourmet, Inc. Privacy Policy for Passengers

**Effective Date:** January 1, 2020

**Last Reviewed on:** December 31, 2019

This **Privacy Policy for Passengers** (“**Passenger Policy**”) applies solely to all visitors, users, and others who reside in the State of California (“**Consumers**” or “**you**”) and who are passengers on airlines who are clients of Gate Gourmet, Inc., and its applicable affiliates (“**Gate**”). Gate has a different privacy notice for individuals who are job applicants, employees, directors, officers, or contractors of Gate. We adopt this Policy to comply with the California Consumer Privacy Act of 2018 (“**CCPA**”) and any terms defined in the CCPA have the same meaning when used in this notice.

## **Information We Collect**

We may collect information that identifies, relates to, describes, references, is capable of being associated with, or could reasonably be linked, directly or indirectly, with a particular consumer or device (“**Personal Information**”). In particular, we may have collected the following categories of Personal Information from those consumers who are subject to this privacy notice within the last twelve (12) months:

<b>Categories of Personal Information as defined by Section 1798.140(o)(1) which are collected</b>
A. Identifiers.
B. Personal information categories listed in the California Customer Records statute (Cal. Civ. Code § 1798.80(e)).
C. Protected classification characteristics under California or federal law.
D. Commercial or transactional information.
F. Internet or other similar network activity.
K. Inferences drawn from other personal information.

Personal Information does not include:

- Publicly available information from government records.
- Deidentified or aggregated consumer information.
- Information excluded from the CCPA's scope.

## **How We Collect Personal Information**

Gate obtains the categories of Personal Information listed above from the following categories of sources and methods:

- Directly from you. For example, from forms you complete or products and services you purchase.
- Indirectly from you. For example, your purchases while in flight, or from your order for a special meal on the website of an airline in conjunction with your purchase of an airline ticket.
- From third party service providers like banks or credit card companies

The technologies we use for indirect information collection may include:

- Cookies (or mobile cookies). A cookie is a small file placed on your smartphone. If you access our services or products via your smartphone, tablet, or laptop, Gate may place electronic cookies in the browser files of your device. It may be possible to refuse to accept mobile cookies by activating the appropriate setting on your device. However, if you select this setting you may be unable to access certain services, or they may not function as expected.
- Localized Database. When we use our point-of-sale terminals, or you access services from us via a mobile device, it may download on your device, store and periodically sync this localized data.

### **Use of Personal Information**

We may process or disclose the Personal Information we collect for one or more of the following business purposes:

- To fulfill or meet the reason you provided the information. For example, if you share your name and contact information to request a special meal from an airline in conjunction with your purchase of an airline ticket, we will use that Personal Information to fulfill your request. If you provide your Personal Information to purchase a product or service, we will use that information to process your payment and facilitate delivery.
- To provide, support, personalize, and develop our Website, products, and services.
- To process your requests, purchases, transactions, and payments and prevent transactional fraud.
- To provide you with support and to respond to your inquiries, including to investigate and address your concerns and monitor and improve our responses.
- To personalize your Website experience.
- To help maintain the safety, security, and integrity of our Website, products and services, databases and other technology assets, and business.
- To respond to law enforcement requests and as required by applicable law, court order, or governmental regulations.
- As described to you when collecting your Personal Information.
- Disclosures made in an effort to prevent or halt illegal activities.
- Disclosures that we reasonably believe are necessary to defend against or prevent us from incurring liability to third parties.

- To evaluate or conduct a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets, whether as a going concern or as part of bankruptcy, liquidation, or similar proceeding.

We will not collect additional categories of Personal Information or use the Personal Information we collected for materially different, unrelated, or incompatible purposes without providing you notice.

### **Sharing Personal Information**

Gate is part of an international group of companies where certain services are provided centralized by one or more affiliates for the entire group or a part of it. We, therefore, reserve the right to share personal information with our direct and indirect affiliates for all purposes described above. Whenever we share Personal Data with affiliates, we request from them that they commit themselves to process Personal Data in line with this Privacy Notice only.

We may disclose your Personal Information to a third party for a business purpose. When we disclose Personal Information for a business purpose, we enter into a contract that describes the purpose and requires the recipient to both keep that personal information confidential and not use it for any purpose except performing the contract.

### ***Disclosures of Personal Information***

In the preceding twelve (12) months, Company has disclosed the following categories of personal information for a business purpose as described above:

Category A: Identifiers.

Category B: California Customer Records personal information categories.

Category C: Protected classification characteristics under California or federal law.

Category D: Commercial information.

Category F: Internet or other similar network activity.

Category K: Inferences drawn from other personal information.

We disclose your personal information for a business purpose to the following categories of third parties:

- Service providers
- Gate clients who you are traveling with (i.e. airlines).
- Another company as part of a merger, divestiture, restructuring, reorganization, dissolution, or other sale or transfer of some or all of our assets to that company.
- Where required by law, or in response to valid legal process compelling disclosure.

### ***Sales of Personal Information***

In the preceding twelve (12) months, Gate has not sold Personal Information. Gate does not and will not sell Personal Information to third parties as defined by the CCPA.

## **Your California Privacy Rights**

The CCPA provides California consumers with specific rights regarding their personal information. This section describes your CCPA rights and explains how to exercise those rights.

### ***Right to Know***

You have the right to request that Gate disclose certain information to you about our collection and use of your personal information over the past 12 months (“**Right to Know**”). Once we receive and confirm your verifiable consumer request (see *Exercising California Privacy Rights*), we will disclose to you:

- The categories of personal information we collected about you.
- The categories of sources for the personal information we collected about you.
- Our business or commercial purpose for collecting that personal information.
- The categories of third parties with whom we share that personal information.
- The specific pieces of personal information we collected about you (also called a data portability request).

Note that there are circumstances where we may decline your Right to Know request. Gate will not:

- provide a consumer with specific pieces of personal information if the disclosure creates a substantial, articulable, and unreasonable risk to the security of that personal information, the consumer’s account with the business, or the security of the business’s systems or networks;
- disclose a consumer’s Social Security number, driver’s license number or other government-issued identification number, financial account number, any health insurance or medical identification number, an account password, or security questions and answers.

### ***Right to Delete***

You have the right to request that we delete any of your personal information that we have collected from you and have retained, subject to certain exceptions (“**Right to Delete**”). Once we receive and confirm your verifiable consumer request (see *Exercising California Privacy Rights*), we will delete (and direct our service providers to delete) your personal information from our records, unless an exception applies.

We may deny your Right to Delete request if retaining the information is necessary for us or our service provider(s) to:

1. Complete the transaction for which we collected the personal information, provide a good or service that you requested, take actions reasonably anticipated within the context of our ongoing business relationship with you, or otherwise perform our contract with you.
2. Detect security incidents, protect against malicious, deceptive, fraudulent, or illegal activity, or prosecute those responsible for such activities.
3. Debug products to identify and repair errors that impair existing intended functionality.

4. Exercise free speech, ensure the right of another consumer to exercise their free speech rights, or exercise another right provided for by law.
5. Comply with the California Electronic Communications Privacy Act (Cal. Penal Code § 1546 *et. seq.*).
6. Enable solely internal uses that are reasonably aligned with consumer expectations based on your relationship with us.
7. Comply with a legal obligation.
8. Make other internal and lawful uses of that information that are compatible with the context in which you provided it.

### ***Exercising California Privacy Rights***

To exercise the Right to Know and Right to Delete described above, please submit a verifiable consumer request to us by either:

- Calling us toll-free at 844 961-1609
- Visiting us at <https://www.gategroup.com/en-gb/california-consumer-privacy-act>
- Emailing us at: [PrivacyNA@gategroup.com](mailto:PrivacyNA@gategroup.com)

Only you, or a person registered with the California Secretary of State that you authorize in writing to act on your behalf, may make a verifiable consumer request related to your personal information. Please note that you must verify your identity and authority related to your request before further action is taken. As a part of this process, government identification may be required. If you have authorized someone to make a consumer request for you, we will request proof of such authorization and/or a valid power of attorney, the requester's valid government-issued identification, and the authorized agent's valid government-issued identification. We will verify their identity before acting upon the request or releasing your information. You may also make a verifiable consumer request on behalf of your minor child.

You may only make a verifiable consumer request for access or data portability twice within a 12-month period. The verifiable consumer request must:

- Provide sufficient information that allows us to reasonably verify you are the person about whom we collected personal information or an authorized representative.
- Describe your request with sufficient detail that allows us to properly understand, evaluate, and respond to it.

We cannot respond to your request or provide you with personal information if we cannot verify your identity or authority to make the request and confirm the personal information relates to you.

Making a verifiable consumer request does not require you to create an account with us. We will only use personal information provided in a verifiable consumer request to verify the requestor's identity or authority to make the request.

### ***Response Timing and Format***

We endeavor to respond to a verifiable consumer request within forty-five (45) days of its receipt. If we require more time (up to 45 days), we will inform you of the reason and extension period in writing.

If you have an account with us, we will deliver our written response to that account. If you do not have an account with us, we will deliver our written response by mail or electronically, at your option.

Any disclosures we provide will only cover the 12-month period preceding the verifiable consumer request's receipt. The response we provide will also explain the reasons we cannot comply with a request, if applicable. For data portability requests, we will select a format to provide your personal information that is readily useable and should allow you to transmit the information from one entity to another entity without hindrance.

We do not charge a fee to process or respond to your verifiable consumer request unless it is excessive, repetitive, or manifestly unfounded. If we determine that the request warrants a fee, we will tell you why we made that decision and provide you with a cost estimate before completing your request.

### **Non-Discrimination**

We will not discriminate against you for exercising your CCPA rights. Unless permitted by the CCPA, we will not:

- Deny you goods or services.
- Charge you different prices or rates for goods or services, including through granting discounts or other benefits, or imposing penalties.
- Provide you a different level or quality of goods or services.
- Suggest that you may receive a different price or rate for goods or services or a different level or quality of goods or services.

### **Changes to Our Privacy Notice**

Gate reserves the right to amend this privacy notice at our discretion and at any time. When we make changes to this privacy notice, we will post the updated notice on the Website and update the notice's effective date.

### **Contact Information**

If you have any questions or comments about this notice, the ways in which Gate collects and uses your information, your choices and rights regarding such use, or wish to exercise your rights under California law, please do not hesitate to contact us at:

**Phone:** Toll-free at 844 961-1609

**Website:** <https://www.gategroup.com/en-gb/california-consumer-privacy-act>

**Email:** [PrivacyNA@gategroup.com](mailto:PrivacyNA@gategroup.com)

**Postal Address:** Gate Gourmet, Inc.

Attn: General Counsel, North America Legal Department

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Reston, Virginia 22091