



PRIVACY POLICY AND PRIVATE DATA USAGE AT RAM VLINES

Responsible: EXECUTIVE DEPARTMENT

I. Definition of the words used in this privacy policy

The following terms will be used in this document:

- « **Personal Data** » : is defined as any information relating to an identified natural person or which can be identified , directly or indirectly, by reference to an identification number or to one or more elements specific to him/her in accordance with the Data Protection Act of 6 January 1978.
- « **Service** » : this ram-vlines.com website and its whole content.
- « **Editor** » or « **Us** » or « **Author** » : legal or physical person responsible for the edition and the Service's content.
- « **Customer** » or « **You** » or « **User** » : the Internet user visiting and using the Service.

II. Privacy policy

Article 1 - Introduction and privacy policy's role

The purpose of this charter is to inform you of the Service's commitments with respect to the respect of your privacy and the protection of Personal Data concerning you, collected and processed during your use of the Service.

It is important that you read this privacy policy so that you are aware of why we use your data and how we do so.

By registering on the Service, you agree to provide us with true information about yourself. The communication of false information is contrary to the general terms and conditions appearing on the Service.

Please note that this Privacy Policy may be modified or supplemented at any time, particularly in order to comply with any legislative, regulatory, jurisprudential or technological developments. The date of its update will be clearly indicated, if applicable. These changes are binding upon you as soon as they are posted online and we therefore invite you to regularly consult this Privacy Policy in order to be aware of any possible changes.

You will also find a description of your privacy rights and how the law protects you.

If you have any questions regarding this Privacy Policy or if you wish to exercise your rights as described in Section 10 of this Privacy Policy, please contact us by email at: ceo@ram-vlines.com.

Article 2 - Data collected on the website

The Data collected and subsequently processed by the Service is that which you voluntarily transmit to us by filling in the various forms present and in the applications used by our service. For certain operations on the contents, you may be led to transmit data concerning you to third party partners through their own services, more specifically when registering.

The information is stored until the request for deletion of an account on our service. We do not share any personal data with third parties or publicly without the permission of the person concerned. The latter can at any time change the parameters of publication of his data at the level of his customer profile. IP addresses are not collected.

We don't collect sensitive data.

Article 3 - Identity of the data processing's responsible

The Author of this data processing is under the control of the CEO.

Article 4 - Purpose of the Collected Data

The Data identified as obligatory on the forms of the service are necessary in order to be able to benefit from the entire service, and more specifically from the operations on the contents offered within it.

The service is likely to collect and process the data of its customers:

In order to provide you with the information or services to which you have subscribed, in particular: sending a newsletter, sending email notifications, contacting a user for registration or information, or a request related to a service offered by Royal Air Maroc Vlines.

To collect information that allows us to improve our service, events and technical features.

In order to be able to contact you about your registration in our virtual flight simulation company.

Article 5 - Recipients and Use of Collected Data

The data collected by us is processed for the purposes of carrying out operations on the contents of our virtual service.

You are likely to receive electronic alerts/notifications (emails) from our service according to the authorizations granted on your user account.

Article 6 - Legal Basis for Data Processing

In accordance with the General Regulation on Data Protection (GRDP), Royal Air Maroc Vlines only processes personal data in the following framework:

- With your consent.
- When there is a contractual obligation.
- To meet a legal obligation (under EU or national legislation).

Article 7 - Data Security

You are informed that your data may be disclosed pursuant to a law, regulation or decision of a competent regulatory or judicial authority or, if necessary, for the purposes of the Publisher to preserve its rights and interests.

We have implemented appropriate security measures to prevent your personal data from being accidentally lost, used, altered, disclosed or accessed without authorization. In addition, access to your personal data is subject to a defined and documented security procedure.

Article 8 - Data Retention Time

The Data is stored at the service host, whose contact details are listed in the legal notice of this service (hostinger.fr), and is kept for the duration strictly necessary to achieve the purposes referred to above and shall not exceed the deletion of the account. Beyond this period, they will be kept exclusively for statistical purposes and will not be used for any other purpose whatsoever.

Article 9 – Authorized service providers and transfer to a third country of the European Union

RAM Vlines informs you that it uses authorized service providers to facilitate the collection and processing of the data you have communicated to us. These service providers may be located outside of the European Union and have communicated the data collected through the various forms on the service. Our service has previously ensured that its service providers have implemented adequate guarantees and compliance with strict conditions regarding confidentiality, use and protection of data. In particular, vigilance has been focused on the existence of a legal basis for making any data transfer to a third country. As such, some of our service providers are subject to internal company rules (or "Binding Corporate Rules") that were approved by the CNIL in 2016, while others comply not only with Standard Contractual Clauses but also with the Privacy Shield.

Article 10 - Droits informatiques et libertés

In accordance with the legislation on the protection of personal data, you have the rights detailed below, which you may exercise, as indicated in Article 1 of this Privacy Policy, by writing to us by email at: ceo@ram-vlines.com

- The right to information: we have an obligation to inform you about how we use your personal data (as described in this Privacy Policy).

- The right of access: this is your right to make a request for access to the data concerning you in order to receive a copy of the personal data we hold. However, due to the obligation of security and confidentiality in the processing of personal data incumbent on Royal Air Maroc Vlines, you are informed that your request will be processed provided that you provide proof of your identity, including the production of a scan or a photocopy of your valid identity card.

- The right of rectification: the right to ask us to rectify any personal data concerning you that is incomplete or inaccurate. Under this right, the legislation authorizes you to request the rectification, updating, blocking or deletion of data concerning you that may be inaccurate, erroneous, incomplete or obsolete.

- The right to erasure, also known as the "right to forget": in some cases, you may ask us to delete personal data we have about you (unless there is a compelling legal reason for us to retain it).

- The right to limit processing: you have the right in certain cases to ask us to suspend the processing of personal data by deleting your user account and terminating the use of our service ram-vlines.com.

- The right to data portability: you have the right to request a copy of your personal data in a common format (e.g. a .csv file).

- The right to object: you have the right to object to the processing of your personal data by deleting your user account and terminating the use of our ram-vlines.com service.

However, the exercise of this right is only possible in one of the following two situations :

- when the exercise of this right is based on legitimate grounds

- when the purpose of exercising this right is to prevent the data collected from being used for commercial prospecting purposes.

Contact us if you wish to exercise any of the rights described above by writing us an email at : ceo@ram-vlines.com

You will not be charged for access to your personal data (nor for the exercise of any other rights). However, we may charge you a reasonable fee if your request is manifestly unfounded, repetitive or excessive. In this case, we may also refuse to respond to your request.

The CEO shall be entitled, where appropriate, to oppose requests that are manifestly abusive in terms of their systematic, repetitive nature or number.

We may request specific information from you in order to confirm your identity and to ensure your right of access to your personal data (or to exercise any other rights). This is a security measure to ensure that such personal data is not delivered to a person not authorised to receive it. We may also contact you to obtain more information about your request, in order to give you a quicker response.

We try to respond to all legitimate requests within one month. This one-month time limit may be exceeded if your request is particularly complex or if you have made several requests. In this case, we will notify you and keep you informed.

Article 11 - Plainte auprès de l'Autorité de protection des données

If you consider that Royal Air Maroc Vlines does not respect its obligations regarding your personal information, you can address a complaint or a request to the competent authority. In France, the competent authority is the CNIL to which you can send a request by e-mail to the following address : <https://www.cnil.fr/fr/plaintes/internet>.

Article 12.1 - Cookie Policy

During your first access after opening your browser, you are warned by a banner that information relating to your navigation is likely to be recorded in alphanumeric files called "cookies".

Our policy on the use of cookies allows you to better understand the provisions that we implement in terms of navigation on our service. In particular, it informs you about all the cookies present on our service, their purpose and gives you the procedure to follow to set them up.

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Article 12.2 - General information about cookies on the website

Royal Air Maroc Vlines, as publisher of this service, may install cookies on the hard drive of your terminal (computer, tablet, mobile etc..) to ensure smooth and optimal navigation on our service.

Cookies" are small text files of limited size that allow us to recognize your computer, tablet or mobile device for the purpose of personalizing the services we provide to you.

The information collected through cookies does not in any way identify you personally. It is used exclusively for our own needs in order to improve the interactivity and performance of our service and to send you content tailored to your interests. None of this information is communicated to third parties except when RAM Vlines has obtained your prior consent or when the disclosure of this information is required by law, by order of a court or any administrative or judicial authority entitled to hear it.

In order to better inform you about the information that cookies identify, you will find a table listing the different types of cookies that may be used on the RAM Vlines service, their name, their purpose and their retention period at the following address.

Article 12.3 - Setting your cookie preferences

You may accept or decline the deposit of cookies at any time.

When you use the ram-vlines.com service, your user page briefly presents information on the storage of cookies and similar technologies. This access warns you that by continuing your navigation on our service (by loading a new page or by clicking on various elements of the Service for example), you accept the deposit of cookies on your terminal.

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Article 12.4 - Types of cookies requiring your consent

Depending on the type of cookie in question, the collection of your consent to the deposit and reading of cookies on your terminal may be imperative, in particular for the following.

- Cookies exempt from consent

In accordance with the recommendations of the Commission Nationale de l'Informatique et des Libertés (CNIL), certain cookies are exempted from the prior collection of your consent insofar as they are strictly necessary for the operation of the service or have the exclusive purpose of allowing or facilitating communication by electronic means. These include session identifier cookies, authentication cookies, load balancing session cookies and cookies for personalizing your interface. These cookies are fully subject to this policy insofar as they are issued and managed by our service.

- Cookies requiring your prior consent

This requirement applies to cookies issued by third parties, which are referred to as "persistent" in that they remain on your device until they are deleted or expire.

As such cookies are issued by third parties, their use and storage are subject to their own privacy policies, which you will find a link to below. This family of cookies includes audience measurement cookies, advertising cookies, which our service does not use, and social network sharing cookies (Facebook, YouTube, Twitter, LinkedIn, etc.). Social network sharing cookies are issued and managed by the publisher of the relevant social network. Subject to your consent, these cookies allow you to easily share some of the content published on the Service, including through a sharing application "button" depending on the social network concerned.

- Cookie setting tools

Most Internet browsers are configured by default to allow the deposit of cookies. Your browser offers you the opportunity to change these standard settings so that all cookies are systematically rejected or so that only part of the cookies are accepted or rejected depending on their originator.

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Article 12.5 - Warning against tampering with cookies on your terminal

We draw your attention to the fact that the refusal to deposit cookies on your terminal is nevertheless likely to alter your user experience and your access to certain services or features of this service. Where appropriate, Royal Air Maroc Vlines disclaims any responsibility for the consequences related to the degradation of your browsing conditions that occur because of your choice to refuse, delete or block the cookies necessary for the operation of the service. These consequences do not constitute a damage and you can not claim any compensation for this fact.

Your browser also allows you to delete existing cookies on your terminal or to notify you when new cookies are likely to be deposited on your terminal. These parameters do not affect your navigation but make you lose all the benefit provided by the cookie.

Please take note of the multiple tools available to you below so that you can set the cookies placed on your device.

Each Internet browser offers its own settings for managing cookies. To find out how to change your cookie preferences, you will find below links to the help needed to access the menu of your browser for this purpose.

Google Chrome: <https://support.google.com/chrome/answer/95647?hl=fr>

Internet Explorer: <https://support.microsoft.com/fr-fr/help/17442/windows-internet-explorer-delete-manage-cookies#ie=ie-11>

Mozilla Firefox :
<https://support.mozilla.org/fr/kb/activer-desactiver-cookies>

Opera: <http://help.opera.com/Windows/10.20/fr/cookies.html>

Safari: https://support.apple.com/kb/PH21411?viewlocale=fr_FR&locale=fr_FR

For more information about cookie control tools, you can consult the CNIL's website : <https://www.cnil.fr/fr/cookies-les-outils-pour-les-maitriser>.

If you have any queries or requests for further information regarding this cookie policy, please contact us.

Article 12.6 - Description of cookies used by Royal Air Maroc Vlines

List of service's cookies:

- A mandatory session cookie for identification and access permission to the user, his customer area.
- A memory cookie prevents the reappearance of the cookie alert banner.

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