

# Privacy Notice

Effective Date – February 28<sup>th</sup>, 2024

## About Us

**National Air Cargo Inc., National Airlines and its subsidiaries (“Company”, or “we”) is an airline and transportation logistics company operating on-demand cargo and passenger charter services. We process personal information in different context, and we do so by fully respecting your privacy, rights and freedoms in our commitment to ethical and responsible business practices.**

## Overview

**This Privacy Notice (“Notice”) applies only to National Air Cargo Inc.<sup>1</sup> (“NAC”) and the personal information collected only by NAC through nationalaircargo.com as processed for our business activities, including freight management operations and cargo transportation services. We also process the personal information of our employees, contractors and individuals that perform business activities on behalf of NAC.**

This Notice generally sets forth NAC’s practices regarding the collection, use and disclosure of personal information that you may provide NAC. By using NAC’s website, and other methods, whenever you interact with us or submit personal information to NAC, you acknowledge and agree with the terms of this Notice. Please read this entire Notice before using nationalaircargo.com and/or submitting personal information to NAC.

NAC has specific notices for how we process personal information from our website relating to cookies, see the [Cookie Policy](#) and personal information for our employees or workforce. If you are a California resident, please see our California Consumer Privacy Act (“CCPA”) Notice [here](#).

## Personal Information We Collect

**Personal Information (“PI”) means all information that can directly or indirectly identify you or other individuals. We collect different types of PI depending on the context of your interactions with NAC.**

We collect the following types of PI:

- PI that you provide through our website or by some other method directly by you such as an email that can directly or indirectly identify or locate you including: full name, mailing address, phone number, email address, and other related information you submit to us.
- PI that our websites collect automatically through the use of cookies such as: Internet Protocol (“IP”) address, browser type and web log data. For additional information, see our [Cookie Policy](#).

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<sup>1</sup> National Air Cargo Inc. in this Notice includes National Air Cargo GMBH, National Air Cargo (Nederland) BV, and National Air Cargo Logistics Spain SL; but does not include National Airlines.

- PI for job application or employment purposes such as: Full name, contact details, resume/CV information or other education or credential information.

### **Purpose for Collecting and Processing Personal Information**

**The purposes for which we collect and process your Personal Information (“PI”) will depend on the type of relationship you have with us, for example if you are a website user or a customer requesting a quote.**

We will use your PI:

- For our everyday business purposes, including freight management, cargo transportation and shipments, and requesting quotes.
- To provide you with the most helpful services and products and enhance customer relationships including sending customer surveys.
- To resolve service or technical issues.
- To market new and existing services.
- To comply with laws and regulations, including court orders or in the course of litigation or defense from legal claims.
- To protect the rights, property or safety of NAC, or any of our business partners, service providers or third parties in accordance with applicable privacy regulations.
- To cooperate with law enforcement authorities in investigating and prosecuting users who violate our rules or engage in behavior that is illegal or harmful to others, including potential fraud or threats to physical safety of other individuals.
- For job application review, hiring and employment purposes.

### **Disclosure of Personal Information**

**At times, NAC engages third parties or service providers to achieve our business objectives. There are other circumstances where we are required by law to disclose Personal Information (“PI”) to third parties including as required to public bodies, legal authorities and regulators. Except as provided herein, NAC will not share your personal information with third parties unless you have consented to the disclosure.**

NAC may disclose PI to third parties:

- Assisting in business operations or to provide services such as: employee payroll and benefits, candidate recruitment, cargo management and transportation, legal and regulatory reporting, auditing, customer service and other professional and business services. Such recipients may be located in the United States (US) or in other jurisdictions such as the European Economic Area (EEA), the United Kingdom (UK) or Asia Pacific. If the engagement involves the transfer of PI, we require the third party or service provider to sign a data processing agreement consistent with this notice before any data is disclosed. These companies do not have any independent right to share or use this information.
- As required by law such as: responding to subpoenas, court orders, search warrants, legal processes or governmental regulations or inquiries, or to establish or exercise our legal rights or defend against legal claims.
- With your consent or at your direction including marketing or opt-in’s for more information or when you request such sharing to identified third parties.

- With your consent, we may share your information with our service provider, Salesforce, to manage your customer information for sales and communication purposes.
- For business transfers such as: another business entity within our Company in connection with the license, sale, assignment, merger or other transfer of all or a portion of NAC's business to such business entity.

### **European Data Protection Rights**

**If you reside or otherwise find yourself in the territory of the European Economic Area (EEA), the United Kingdom (UK) or Switzerland, we are committed to exercise your rights granted by the data protection laws of these territories including the General Data Protection Regulation (GDPR) and United Kingdom General Data Protection Regulation (GDPR).**

For European Union (EU) data protection law purposes, we process PI as a Controller or Joint-Controller, depending on the context of the processing activity and purpose or use of PI as described above. The Controller is the entity that, alone or jointly with others, establishes the purposes and the means of a processing activity. A "processing activity" is an activity that we engage in for a specific, identified purpose, and that involves the collection and use of PI.

You can contact us as directed in the Contact section or by emailing our Data Protection Officer (DPO) at [privacy@nationalaircargo.com](mailto:privacy@nationalaircargo.com) with any inquiries you have regarding the processing of your PI.

### **Grounds for Processing**

**For those processing activities that fall under European Union (EU) data protection law including the General Data Protection Regulation ("GDPR"), NAC relies on legitimate grounds or basis for processing Personal Information ("PI").**

We will rely on legitimate basis for processing PI including:

- Consent for the collection and use of information provided through our website and for personal information processed for marketing purposes.
- To fulfill our legitimate business interests such as processing a quote request or completing a business transaction.
- For performance of a contract as agreed with you, our partners, service providers or third parties.
- To comply with legal obligations such as court orders, defense from legal claims, etc. as required.

### **Data Integrity**

**NAC takes reasonable steps to ensure that data is reliable for its intended use, accurate, complete, and current. NAC also ensures Personal Information ("PI") is limited to the information relevant for the purposes of processing as noted in this Notice.**

NAC collects, uses and stores the minimum amount of PI that you voluntarily submit only necessary for one or more legitimate business purposes and to comply with legal obligations. NAC limits who has access to the PI for a legitimate business purpose or if required by law. We take reasonable steps to ensure the personal information we process is accurate and up-to-date and we integrate privacy in the design of our projects that involve the use of PI.

### **How to Control Your Personal Information**

You may request changes to your PI that NAC has collected, including the removal of your PI by contacting:

National Air Cargo 350  
Windward Rd. Orchard Park,  
NY 14127  
[privacy@nationalaircargo.com](mailto:privacy@nationalaircargo.com)  
800-635-0022

## **Data Privacy Rights**

**If you are located in European Economic Area (EEA), United Kingdom (UK) or Switzerland, you may exercise certain rights you have under applicable law and regulation such as the General Data Protection Regulation (“GDPR”).**

Your Data Subject Rights include:

- **Right to access, rectification, restriction of processing, erasure, and data portability:** We provide you with access to your own PI. In addition, we will rectify your PI when it is incorrect or inaccurate, and we will ensure the right to erasure, portability and to restriction of processing when these rights are not incompatible with other legal obligations.
- **Right to object:** For NAC communications, you can opt-out anytime, and free of charge. The right to object for other processing activities will be balanced to ensure that it is not incompatible with local regulations or our legitimate interests such as requiring the information to process a transaction.
- **Right to withdraw consent at any time.** When we use your information based on your consent, you have the right to withdraw such consent at any time.
- **Right to lodge a complaint with your supervisory authority.** If you are not satisfied with our response or how we process your PI, you can complain to the data protection authority of your habitual residence.

**NAC does not engage in automated decision making, including profiling.**

To exercise your data privacy rights requests, please email us at [privacy@nationalaircargo.com](mailto:privacy@nationalaircargo.com) or call us at 800-635-0022.

## **Transfers of Personal Information Cross Borders**

**If you are located outside the United States (US) and you interact with our website or provide us with PI, then your PI may be transferred to the US or to other jurisdictions. However, we provide appropriate safeguards to ensure the protection of your PI.**

We transfer your PI to the US whenever you send us information through our website or interact with us. If you are located in the European Economic Area (EEA), the United Kingdom (UK) or Switzerland, please note that the US has not obtained adequacy status from the European Union. However, NAC utilizes appropriate legal transfer mechanisms such as Standard Contractual Clauses (SCCs) when necessary for instance, when processing international shipments that transfer personal information to other jurisdictions with less stringent data privacy laws.

## **Data Protection Officer**

**NAC has appointed a Data Protection Officer.**

For any inquiries with regard to this Notice or about our handling of your PI, you can contact our Data Protection Officer (DPO) at [privacy@nationalaircargo.com](mailto:privacy@nationalaircargo.com).

### **Children's and Minor Information**

**Our websites are not directed towards children. We do not knowingly or intend to collect personal information from individuals under the age of 18 through our website.**

If a parent or guardian becomes aware that his or her child has provided us with personal information without their consent, please contact us.

### **Retention Periods**

**NAC retains Personal Information (“PI”) for the length of time necessary to fulfill the purpose for which the data was collected.**

According to our retention policy, we only keep PI in our records for as long as it is necessary for the purposes for which it has been processed. The retention periods are established considering the purposes defined in this Notice, all relevant legal requirements and the context in which we process your PI.

### **Data Security**

**NAC understands that protecting Personal Information (“PI”) is required. We take reasonable precautions to keep all information secure and against unauthorized access or use. We are committed to processing your PI in a secure manner by creating specific technical and organizational measures to prevent the PI we hold from being accidentally or deliberately compromised.**

We ensure that our staff understands the importance of protecting PI and we are responsibly managing access rights within NAC. We include both physical security and IT security in our overall data security approach including tailored measures based on sensitivity of the PI. NAC makes reasonable efforts to notify individuals and regulatory authorities, as required by law, if we reasonably believe that PI has been stolen, disclosed, altered or infringed by an unauthorized person. We created and maintain a breach notification and reporting protocol and an incident response plan.

### **Notice to California Residents**

**Under California Civil Code sections 1798.83-1798.84, California residents who use our website are entitled to request a notice describing what categories of PI we share with third parties. If you are a California resident and would like to learn more about your consumer privacy rights, please review the California Privacy Notice [here](#).**

### **“Do-Not-Track” Signals**

**NAC does not take action in response to “do-not-track” signals.**

Some web browsers may transmit "do-not-track" signals to the websites with which the user communicates, although web browsers incorporate and activate this functionality in different ways causing lack of clarity on whether users intend these signals to be transmitted. There is currently no guidance on what, if anything, websites should do when they receive such signals. Therefore, NAC does not take action in response to these signals.

### **Changes to this Notice**

**We reserve the right, at any time, to modify, alter, or update this Notice, and any such modifications, alterations, or updates will be effective upon posting.**

In the event we modify this Notice, your continued use of our website will signify your acceptance of the modified Notice. The time stamp you see on the Notice will indicate the last date it was revised.

**Contact**

**If you have any questions about this Notice, about the handling of your personal information including data protection purposes, or question regarding EU data protection laws, please contact:**

**National Air Cargo 350  
Windward Rd. Orchard Park,  
NY 14127  
[privacy@nationalaircargo.com](mailto:privacy@nationalaircargo.com)  
800-635-0022**