

CUSTOMER PRIVACY PROTECTION POLICY

Air Creebec is committed to protecting your privacy. As an air carrier, we attach particular importance to protecting all personal information collected and used in the course of its activities.

Our privacy protection policy outlines the standards for collecting, using, disclosing, and storing your personal information. It also explains how we protect your personal information and your right to access it.

PERSONAL INFORMATION

Personal information is defined as any information or combination of information that relates to an individual and allows for their identification (such as information about their financial situation, social insurance number, driver's license, and health insurance number). However, an individual's name, as well as their professional contact information, such as their job title, address, phone number, and work email address, are not considered personal information.

Personal information must be protected regardless of its format and regardless of whether it is in written, graphic, audio, visual, computerized, or other form.

When you purchase an Air Creebec ticket, you will be required to provide certain personal information. This may include name, address, email, telephone number, emergency contact, date of birth, age, and payment information.

This information is used, to process your booking and to keep you safe and secure. The information is required to identify you, in order to contact you, if necessary and to complete the process of your purchase. We also request your gender to assist in estimating the aircraft's total load and as an additional identifier.

Some of this information is shared with Air Creebec's trusted partners (i.e., airport ground handlers to ensure that your baggage arrives safely at your destination). We are also required to share some of your information with airport authorities for reasons of security.

Additional information for personalized services.

Sensitive personal information

When providing services to you, we may collect personal information that is considered sensitive as it could reveal physical or mental health, religious beliefs or criminal convictions or offences. Likewise, your travel document details may contain information that may reveal your racial or ethnic origin.

This sensitive personal information will be used strictly to allow us to provide any special services requested and to fully perform our obligations.

Discounts

Air Creebec offers special discounts to seniors, infants, and children. To assess your fare eligibility and ensure that your ticket is correctly processed we need to record the passenger's date of birth at the time of booking. At the airport, for verification, you are required to present personal identification with the date of birth of the passenger.

Special Assistance

We offer a range of travel services to customers with special needs. We also do our best to make your travel with us as comfortable as possible. Should you require special assistance such as the use of a wheelchair, or should you have a medical condition requiring the supply of oxygen on board, we need to record this information in your travel booking. This information will be forwarded to the airport staff as well as to the flight crew. In certain airports we outsource the ground handling to another company. When that is the case, we need to transfer the information. Safety is always a top priority at Air Creebec. To assure the safety of our passengers and crew we need to know of any special requirements for assistance. This allows us to plan and reserve the seating arrangements as well as to maximize safety.

Unaccompanied Minors

Children between the ages of 5 and 11 may travel alone on Air Creebec. However, the Unaccompanied Minor (UM) service is mandatory in such cases. The UM service includes provisions for your child to be escorted by Air Creebec agents and/or flight attendants from the moment they arrive at the airport check-in, until they reach their destination.

Parents or guardians must request the service at the time of booking by calling Air Creebec reservations. Upon arrival at the airport, you will need to complete an "Unaccompanied Minor (UM)" form. The information on this form identifies your child and their flight itinerary and includes the contact information of the person(s) meeting your child at their destination. You will also need to provide the contact information and authorizing signature of the parent/guardian authorizing the request for travel. This information is required to ensure the safety of your child.

Aeroplan

Aeroplan operates the loyalty program. Aeroplan enables our customers to accumulate miles for segments flown on Air Creebec or for services or products purchased from participating Aeroplan partners. These miles are exchangeable for travel on Air Creebec or on any of Aeroplan's partner airlines. To support this, Air Creebec and Aeroplan are required to exchange information. The information exchanged is limited to that which is required to fulfill the purpose.

Social Media

We collect information that you enter during contests or comments that you choose to share on our social media platforms. Depending on your social network settings, we may receive information from your social network provider.

Consent

When you book your travel by calling Air Creebec Reservations department or our website www.aircreebec.ca, you provide Air Creebec with your implied consent to use your information to fulfill your request. When we process your information based on consent you have previously given, you may withdraw said consent at any time. In case of non-provision, objection, or restriction to processing or erasure of any information necessary to provide you with our services, or in the event you wish to restrict or withdraw consent previously given to us for the collection and use of your sensitive personal information, we may not be able to provide certain or all our services to you. In such circumstances, cancellation fees may apply.

Our company is committed to using the information provided only for the purposes for which it was collected and to retaining it for the duration necessary to fulfill the requested service. However, we may collect, use, or disclose them without your consent when permitted or required by law. In certain special circumstances, we may collect, use, or disclose personal information without your knowledge or consent. Such circumstances arise when, for legal, medical, or security reasons, it is impossible or unlikely to obtain your consent or when the information is necessary for investigating a possible breach of contract, preventing, or detecting fraud, or enforcing the law.

Third Party Bookings and Changes to Bookings

If a third party, including a family member, friend, or work colleague seeks to make a booking on your behalf that party will be asked to provide us with the same personal information that we would normally collect from you directly to complete your transaction. Unless and until we are advised otherwise, we consider that such third party has your consent and authorization to provide us with your personal information, to receive Air Creebec promotional and service emails, and to make bookings (and changes thereto) on your behalf in accordance with this privacy policy. Please note that the collection, use and disclosure of your personal information by a third party are subject to your dealings with them and any applicable privacy policies and practices they may have. If a third party who has booked your current flight, or other travel service, or, who otherwise has your full name and booking reference contacts us and seeks information on your booking or wishes to make changes to it, we will disclose your booking information and allow such third party to make changes as we will conclude that you have given them your consent to do so. If you do not want an individual to be able to obtain information on or make changes to your booking, you should not share your booking reference with them.

LIMITATIONS OF THE COLLECTION, USE, AND DISCLOSURE OF PERSONAL INFORMATION

The purposes for which information is collected are generally to confirm a person's identity, create an employee file, and comply with legal requirements (certain information required for tax purposes).

We limit the collection, use, and disclosure of your personal information only to the purposes we have indicated to you. Your personal information can only be accessed by certain authorized persons and only as part of the tasks assigned to them.

Air Creebec will not use or disclose your personal information for purposes other than those for which it was collected without your explicit consent or as required by law. You should understand that all airlines, including Air Creebec, are required by new security laws to give border control agencies and safety control access to passenger data. Accordingly, any information we hold about you and your travel arrangements may be disclosed to authorities. We will share your personal information with third parties only in the ways that are described in this privacy policy. We do not sell your personal information to third parties.

STORAGE OF INFORMATION

We keep your personal information for as long as necessary for the purposes for which it was collected. We must destroy this information in accordance with the law and our record retention policy. When we destroy your personal information, we take necessary steps to ensure its confidentiality and ensure that no unauthorized person can access it during the destruction process.

RESPONSIBILITY

We are responsible for the personal information that we have in our possession or under our control, including information that we entrust to third parties for processing. We require these third parties to maintain this information according to strict standards of confidentiality and security. Our Privacy Officer oversees this privacy policy and related processes as well as the procedures to be followed to protect this information. Our staff is informed and adequately trained on our policies and practices regarding the protection of personal information.

SECURITY MEASURES

We have implemented and continue to develop rigorous security measures to ensure that your personal information remains strictly confidential and protected against loss or theft, and against unauthorized access, communication, copying, use or modification. These security measures include organizational measures such as restriction of access to what is necessary; backup and archiving of data using an external system, etc.; and technological measures such as the use of passwords and encryption (e.g., frequent password changes and the use of firewalls). Access to personal information. Only authorized personnel can access information about you. Air Creebec ensures that these individuals are qualified to access this information and that access is necessary in the performance of their duties.

OPENNESS

Air Creebec privacy practices are as outlined within this policy. Should you have any questions or comments you may contact the Air Creebec Privacy Protection Officer at the address provided in this document.

INDIVIDUAL ACCESS

You may access your personal information held in your profile on www.aircreebec.ca if you had chosen the option to create your profile.

Upon request, Air Creebec will provide you with information about whether we hold or process any of your personal information on behalf of a third party. If you want access to your personal information on your upcoming travel booking through a Call Centre, you should have your booking reference number or your e-ticket number available to help us ensure that you are entitled to access the information.

We will provide you with such information in writing within a maximum of 30 days from the date of receipt of the written request.

Reasonable fees may also be charged to process your request. In certain special circumstances, we may refuse to provide you with the requested information.

Exceptions to your right of access include, among other things, that the information requested pertains to other individuals, that the information cannot be disclosed for legal, security, or copyright reasons, that the information was obtained in connection with an investigation into fraud, that the information can only be obtained at prohibitive costs, or that the information is subject to litigation or is privileged. You can verify the accuracy and completeness of your personal information. Any request for access to personal information can be sent to the address below:

Air Creebec Inc.
Privacy Protection Officer
Micheline Watson Lavoie
313-93, rue Arseneault,
Val d'Or, QC
J9P 0E9
privacyprotection@aircreebec.ca

If Air Creebec websites refer you to other websites operated by third parties, the information collected by said third parties on those other sites are not subject to this Policy. We therefore encourage you to review the privacy policies of those websites before disclosing your personal information to any third party.

COMPLAINTS AND QUESTIONS

You may contact the Privacy Officer at the above address. Any complaints regarding privacy should be directed to the Privacy Officer at the above address. We will investigate all complaints. If a complaint is found to be justified, we will take appropriate measures, including, if necessary, amending our policies and practices.

EDUCATION AND AWARENESS

Air Creebec promotes best practices and respect for transparency and privacy rights in several ways:

- It informs all staff on its team (in Memo form)
- Posting the name and contact information of the person responsible for PII
- Privacy briefings, team meeting reminders, staff training, PII action plan, logbook, etc.

APPLICATION

If for any reason you believe that Air Creebec has not adhered to these principles, please notify our Privacy Officer. We will then take steps to determine and correct the problem in a timely manner. Please reference "Privacy Policy" in the subject line.

POLICY UPDATE

This policy will be reviewed every three years. It will also be updated when there is a substantial change in legislation or regulatory requirements.

Updated: August 24th, 2024