

# Privacy statement

## Think privacy & do the right thing

Last updated: 10/12/2018

We recognise you own your personal information and want to be as transparent with you as possible about how we handle your information when you interact with us.

Air New Zealand plays a pivotal role in supercharging New Zealand's success environmentally, socially and economically. That's a responsibility that we take very seriously. We can only fulfil this role with the trust of our customers, employees, shareholders, business partners and communities. The way we handle your personal information is crucial to earning and maintaining this trust.

As an international airline, we need to collect personal information about our customers and passengers. We try to collect this directly from you as much as possible but may also collect information through some of our trusted third parties. We want to give you the best possible experience we can provide and need to collect and use some of your information to provide you the travel experiences, products and services you request from us.

We know that you will only entrust us with your personal information if you believe we look after it responsibly. We work hard to 'think privacy & do the right thing.' That's our privacy commitment to you wherever you are in the world.

It's a big job protecting the privacy of your personal information. We have outlined five clear privacy requirements that apply to customers who are anywhere in the world and who use our products or services.

1. Operate safely, responsibly and reliably.
2. Act with integrity, honesty and transparency.
3. Protect our people, property and information.
4. Treat people fairly and with respect.
5. Comply with the law.

These privacy requirements reflect our business principles that you can find in our Code of Conduct, which is available online on our website. They guide our efforts to "think privacy & do the right thing."

Our privacy statement is in four parts:

- 1. Trusting Air New Zealand with your data** – understand what personal information we may collect about you on the ground and in the air, why we collect it, how we use it and who we might share it with.
- 2. How to control your data** – understand what rights you have over your personal information and to exercise them at Air New Zealand.
- 3. Lawful basis for processing personal information** – understand the lawful bases which we may collect, use or share your personal information.

**4. Engaging with Air New Zealand** – Air New Zealand’s Global Chief Data Protection and Privacy Officer’s contact details to exercise your personal information rights, the contact information of international privacy and data protection authorities if you have a complaint and are not satisfied with our response to you, and answers to a number of FAQs.

Jacqueline Peace  
Global Chief Data Protection and Privacy Officer  
[PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz)

# 1. Trusting Air New Zealand with your data

## We want to protect your privacy.

Privacy is about protecting your personal information from unintended use or disclosure. "Personal information" refers to any information which may be able to identify you or any other individual, such as names, date of birth, unique identifiers, passport numbers, itinerary details, passenger name record, phone numbers, IP addresses, email or other contact addresses. Privacy also considers other sensitive or special categories of personal information which may put you at risk if combined with your personal information, such as:

- Physical or mental health
- Race and ethnic origin
- Religious beliefs
- Biometric information (for ID purposes)
- Trade union membership
- Genetics
- Sex life or sexual orientation
- Criminal information

At Air New Zealand, we understand that you own your information and have entrusted it to us. We aim to protect your privacy and manage any other sensitive information we may have very carefully. We also try to limit our collection and use of it as much as possible.

To learn more about the lawful basis which we process your information, please see section 3, [Lawful Basis for Processing Personal Information](#).

## How we collect, use and share your information

As an international airline, we need to collect personal information about our customers and passengers. We collect this directly from you and through some of our trusted third parties to provide you the travel experience, products and services you request. How we collect your information will differ depending on the circumstances which we interact with you and the services or products you request. We may also collect your information through one of our trusted third parties.

Here we explain how we collect personal information, what types of personal information we collect about you, and how we use it.

If you can't find what you're looking for, you can ask by emailing [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

## On the ground

While we love to transport you around the world in comfort and style, a lot of our work is done on the ground. As part of this, we have business activities where we collect personal information about you. This could include information you provide us directly or information collected that you have provided to others and have authorised to share with us. We use this information to provide the goods and services you request from us and to inform and improve our business operations.

Depending on the different goods and services you request and our different business activities, we may need to share your information with some of our trusted third parties. When this happens, we try to anonymise or de-identify and aggregate your information as much as possible and share only as much identifiable information as our partners need to try to protect your privacy.

## 1. Booking information

### *Why we need to collect it*

We want to provide you with an enjoyable travel experience and help transport you around the world. To do this, we need to collect personal information about you so we can make bookings for your travel and other goods and services you request from us or our trusted partners and third parties.

### *What we collect*

We need your information to make bookings for you and to provide you with the goods and services you request. Information we collect for bookings include your name, date of birth, gender, contact details (e.g. phone, email), nationality, passport details, credit or travel card and occasionally bank details, loyalty programme details (e.g. Airpoints™ number), flight and freight details, flight preferences, requests for travel related services, meal requests, special assistance requests and information about other people you are travelling with.

Usually, we collect this directly from you when you interact with us, but we may also collect this through some of our trusted third parties if you have engaged with them as well, such as our partner airlines and service providers, Star Alliance, your employer (if you travel on a corporate programme), corporate travel arrangers, freight companies or travel agents.

### *How we use it*

We may use your booking information to verify your identity and contact details, to contact you about your booking, notify you of your flight information and manage any disruptions, delays or emergencies that might affect you, other customers or our employees.

### *What we share*

We need to share some of your booking information with our trusted third parties to provide you the goods and services you request. We may need to share some of your information with our partner airlines, service providers, freight companies, travel agents, your employer (if you travel on a corporate programme) and corporate travel arrangers.

It is also possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies and regulatory bodies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## 2. Check-in information

### *Why we need to collect it*

We want to provide you with an enjoyable travel experience and help transport you around the world. To do this, we need to collect personal information about you so we can check you in and confirm your travel arrangements, as well as provide you with any other related goods and services you request from us or our partners.

### *What we collect*

We need to collect your personal information to check you in and make sure you get the goods and services you requested from us. The information we need includes your name, passport details, contact details (e.g. phone, email), Airpoints number, baggage details and if you are checking in an unaccompanied minor, we need to collect details of your relationship to the minor. If you use an automated baggage drop, we may also collect your biometric image to match your bag to your passport. You may also choose for us to record your coffee/tea preferences when you check-into our Air New Zealand lounges, or choose to be notified of any delays or disruptions.

Usually, we collect this information directly from you when you use our kiosks, websites or mobile apps to check-in. Sometimes, we may also collect this through some of our trusted third parties if you have engaged with them as well, such as our partner airlines if you will be transferring to an Air New Zealand flight and checked-in with them first or engaged one of our trusted third parties for other travel related services beforehand.

### *How we use it*

We use your check-in information to verify your identity and confirm your bookings with us. We will also use this information to manage our baggage processes and identify your baggage. If an unaccompanied minor is travelling, we will also use this information to update their travel status for you and provide the travel assistance you requested.

We may also use your information to contact you about your booking, notify you of your flight information and manage any disruptions, delays or emergencies that might affect you, other customers or our employees.

### *What we share*

We need to share some of your check-in information with our trusted third parties to provide you the goods and services you request, such as checking you in on flights you have booked with our partner airlines or other travel related goods and services.

It is also possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies and regulatory bodies, law enforcement bodies or government agencies such as Customs and Immigration. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

### 3. CCTV

#### *Why we need to collect it*

We always want to keep our customers and employees safe and secure. To do this we use CCTV to record and if necessary, monitor potentially suspicious behaviour, as well as to identify potential security and safety threats. We try to minimise the amount of personal information collected to only what is really needed for these purposes.

#### *What we collect*

We may record images or videos of you if captured by our CCTV cameras, wherever you see signs in any Air New Zealand locations (in airports or elsewhere) telling you CCTV cameras are in operation.

#### *How we use it*

We use the CCTV footage to monitor and manage the security of our customers and employees, including identifying any potential threats to their safety or belongings. We may also use the footage to monitor the performance of employees, ensure regulatory compliance and manage emergencies which may affect our customers or employees.

#### *What we share*

We may need to share CCTV footage in some circumstances to assist government agencies, law and security enforcement authorities or airport and aviation security. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

### 4. Call recording

#### *Why we need to collect it*

We want to provide you the best service we can, so we may record your calls with us, so we can monitor employee performance and look for opportunities to improve our services. If you call requesting special meals or special assistance, we may also need to use your call as evidence of consent.

#### *What we collect*

We will record whatever information you provide us when you call. This can include your booking information, parking information, shopping information, compliments, complaints and concerns, business, corporate and government travel, website preferences, mobile app information, special meals, Airpoints membership, and application information. If you do not want us to retain your call, you can request for us to delete it. Learn more in section 2, [How to Control Your Data](#).

#### *How we use it*

We use your information internally to monitor our performance and look for opportunities to improve for next time you might call.

#### *What we share*

We don't usually share our call records with anyone outside of Air New Zealand but may need to disclose some information to meet our legal obligations to government agencies, law enforcement agencies and

airport and aviation security agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## 5. Parking and valet service information

### *Why we need to collect it*

We need to collect your information if you use our parking or car valet services so we can provide you the services that you requested and look after your vehicle while you are away.

### *What we collect*

When you use our car valet services we need to know your name and contact details (e.g. phone, email), your travel information and your vehicle details. We also need to collect information relating to your method of payment, and potentially your credit card details to process transactions.

### *How we use it*

We will use your information to ensure we provide the services you requested and take care of your vehicle as best we can. We may also use your information to contact you about your vehicle or the services you requested.

### *What we share*

We don't usually share our parking records with anyone outside of Air New Zealand, but we may need to disclose some information to meet our legal obligations to government agencies, law enforcement agencies and airport and aviation security agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## 6. Shopping information

### *Why we need to collect it*

We need to collect information relating to your shopping and retail transactions for our financial records and to complete any purchases you may make when you shop with us directly (in our Airpoints Store or Airpoints Mall online, via our mobile app or our inflight entertainment service onboard) or when you shop with us indirectly (through rental agencies, travel insurance and other third parties we act as a sales agent for).

### *What we collect*

We will collect information relating to your transaction, such as the total purchase amount, item, quantity and price of what you have bought. When you buy from us and we need to ship this to you, we will also need your name, a shipping address and contact information (e.g. email, phone). We may also collect your Airpoints number if you are paying using Airpoints dollars or your credit card details.

We usually collect your shopping information directly from you when you shop with us online, onboard a flight or at one of our retail outlets, but we may also collect your information indirectly from one of our

trusted third parties when you shop with them. We will collect information about your transaction, including how much the transaction was for, when and where you shopped, whether you used your Airpoints card or Airpoints credit card when you shopped and any other information you consented to being collected and shared with us from the third party.

#### *How we use it*

We use your shopping information, so we can process your purchase and provide you the goods and services you requested, and maintain a record to meet our financial reporting obligations. We may also need to use your information to verify your identity if you contact us about your orders, goods and services.

We may use your transaction information to better understand what goods and services you like so we can serve you more relevant goods and services in the future. Where possible, we de-identify and aggregate data as much as possible and only keep identifiable information for as long as is necessary.

#### *What we share*

In some cases, we will need to share your shopping information with some of our trusted third parties to complete your shopping purchases, such as shipping and freight companies and third-party providers (e.g. rental agencies, travel agents, insurance providers and other third parties we act as sales agent for). When we need to share your information, we share only what is necessary.

It is possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## **7. Compliments, complaints or concerns**

#### *Why we need to collect it*

We want to provide you an enjoyable travel experience and help transport you around the world. We record your compliments, complaints and concerns so we can monitor our performance, look for improvement opportunities and contact you if we need to.

#### *What we collect*

In addition to your compliment, complaint or concern, we may collect your name, contact details (e.g. phone or email) and any other information if you provide it to us, such as who you were travelling with and your flight details. We only collect this information directly from you if you choose to share the information with us. We suggest you share minimal personal information and if you include personal information of others, that you check they are happy for you to do so.

#### *How we use it*

We only use this information within Air New Zealand, so we can monitor our performance and look for opportunities where we can do better. We may also use your contact information to contact you about your compliment, complaint or concern.



### *What we share*

We don't share your compliments, complaints or concerns with anyone outside of Air New Zealand. It is possible we may need to disclose some information to meet our legal obligations to government agencies, law enforcement agencies or airport and aviation security agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## **8. Business, corporate and government travel**

### *Why we need to collect it*

We need to collect, process and share additional information when you travel under a business, corporate or government travel program. We also collect, collate and report information relating to your business, corporate or government travel for your travel provider to review and analyse.

### *What we collect*

In addition to [booking information](#) and [check-in information](#), we collect additional information relating to your travel when you travel under a business, corporate or government travel program, such as your name, passport and contact information. We may also collect your travel arranger details, business contact, cost centre details, preferences for hotels, rental cars, Travelcard transaction information and other related travel goods or services information. We usually collect this information from the business, corporate or government organisation you may be travelling with who may provide the information to us with your authorisation. We also collect information when you interact and use the travel related services we provide, such as Travelcard.

You have a right to know what information is shared and collected by Air New Zealand from your business, corporate or government travel organiser. Subject to our agreement with your business, corporate or government travel organiser, we will share your information with you if you request it. Learn more about your information collected by Air New Zealand in section 2, [How to Control Your Data](#).

### *How we use it*

We use your information to provide the travel related goods and services requested and to administer the business, corporate or government travel program you are travelling under. If you use a Travelcard, your transactions and booking information (including names, booking reference and transaction details) will be clearly printed on the company statements we issue. We may also use the personal information you provide us to administer your Airpoints and Koru membership and status.

We may need to use your information to verify your identity if you contact us and provide assistance for any travel or travel related services you have arranged with us. We may also use your information to contact you, your employer and/or travel arranger about your booking and travel related goods and services you have requested, to notify you of your flight information and manage any emergencies or disruptions which might affect you, other customers or our employees.

You have a right to know what information is used, and what it is used for by Air New Zealand and your business, corporate or government travel organiser. Subject to our agreement with your business, corporate or government travel organiser, we will share your information with you if you request it. Learn more about accessing your information held by Air New Zealand in section 2, [How to Control Your Data](#).

### *What we share*

We share your personal information with your employer and trusted third parties to provide you the goods and services you or your business, corporate or government travel organiser requested. This includes your travel arranger details, business contact and cost centre details, preferences for hotels, rental cars, Travelcard purchases and other related travel goods or services. We may also need to share your information with our partner airlines and service providers to provide you all the travel related services you requested. When we need to share your information, we share only what is necessary. Your business, corporate or government travel organiser may use this information to monitor and analyse your travel information.

It is also possible we may need to disclose information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

You have a right to know what information is used, and what it is used for, by Air New Zealand and your business, corporate or government travel organiser. Subject to our agreement with your business, corporate or government travel organiser, we will share your information with you if you request it. Learn more at [How to control your data](#).

## **9. Website information**

### *Why we need to collect it*

We want to give you the best experience we can online, on the ground and in the air. We collect information about your website behaviours and preferences, so we can provide you an easy, quick and enjoyable online experience when you interact with us and to show you special offers we think you might find interesting and relevant.

### *What we collect*

We will collect and store your name and contact details (e.g. email, phone) if you choose to save your details on our website so you can book faster next time. We may also record what pages you visit and your online behaviours when you visit any of our websites.

For more information about what information we collect, please check our [websites' terms and conditions](#). You can restrict some of the information we collect by changing your cookies and / or browser settings, but this may limit the functionality of the website. To learn more, see section 2, [How to Control Your Data](#), and our cookie policy on our website. Please note that once you clear your cookies it is possible for new cookies that are set on your browser or device to be matched again to the profiles created by discarded cookies if you resupply information such as your name, email, address or phone numbers in a booking or log back into your Airpoints account and have cookies enabled in your browser setting.

### *How we use it*

We use information about your website behaviour and preferences to continually improve our website so it's quick and easy for you to use. We also want to understand your online behaviour and what offers you read about, so we can continue to provide you with more relevant offers in the future. We may provide some of this information to some of our trusted third parties who help provide relevant content on our website. We will also use this information to inform our sales and advertising operations.

### *What we share*

We share your online preferences with a number of our trusted third-party marketing agencies, so we can provide you with offers that we believe you might be interested in. We may also share information with sales, marketing and research agencies so we can better understand your preferences and any relevant trends. When we do this, we will de-identify and aggregate your information as much as possible to protect your privacy.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## **10. App information**

### *Why we need to collect it*

We want to give you the best experience we can when you are online, on the ground and in the air. We collect information about your use of our apps, so we can provide you an easy, quick and enjoyable travel experience when you interact with us and to show you special offers we think you might find interesting and relevant.

### *What we collect*

When you use the app and search flight information we collect information relating to your Air New Zealand account, including your passport information, country of residence, user ID, name, payment card details, and conversations you may have with Oscar. We may also collect your location data, if you allow us to, so that we can show offers for travel related goods and services near your location that we think may be useful for you. If you use our app we will record your booking history, booking references, check-in information, information about those you may be travelling with, as well as un-accompanied minors and / or those who are collecting or dropping them off. We may also collect information about how you use and interact with us through our app, using cookies and other similar technologies.

For more information about what we collect, please check your app's terms and conditions. You can restrict some of the information we collect, but this may limit the functionality of the app. To learn more, see section 2, [How to Control Your Data](#), and our cookie policy on our website.

### *How we use it*

We use information collected through our app to provide you the travel related goods and services you requested, to make it easier for you to manage your bookings, enable paperless check-in and boarding and administer your Airpoints and/or Koru membership accounts. We also use our apps to contact you and notify you of any potential travel disruptions or alerts that may be relevant to you.

We use the information about how you use and interact with our app to continually improve our app so it's quick and easy for you to use and to inform our internal customer, sales and advertising operations.

### *What we share*

Our apps may also include third party cookies and tags which may collect your IP address, device ID, session ID, Globally Unique ID (GUID), user ID, information about your Airpoints membership status and/or Koru membership. This information is shared with some of our trusted sales, marketing and data research third-party agencies so we can better understand your preferences and any relevant trends. When we do this, we will de-identify and aggregate your information as much as possible to protect your privacy.

It is possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## 11. Oscar the bot

### *Why we need to collect it*

We collect information relating to you and your use of Oscar, so we can provide you the travel assistance you request and to continuously improve our operations and services.

### *What we collect*

Oscar sometimes needs to collect personal information to verify who you are and provide you help. This includes your name, Airpoints account number, address, date of birth, membership status, email address, username and booking details. We will try to minimise the personal and sensitive information we collect from you, but we can't help collecting any other information you provide in the conversations you have with Oscar. We will record your conversations with Oscar, as well as your IP address and session ID. If you are logged into your Air New Zealand account when you chat with Oscar, then we will also know your Air New Zealand account information and may match your conversations against your account if we need to.

### *How we use it*

We use your information to provide any help you request from Oscar. We also store your conversations for a short period of time in case Oscar needs to share your conversation with one of our customer service representatives, so our staff can quickly understand your issue and provide further assistance.

Conversations are also used to continuously train Oscar, so he can better learn how you like to interact with him and the best ways to respond and help you. We will de-identify your data to protect your privacy when using your conversations to train Oscar.

### *What we share*

We may need to share your information with a number of trusted third parties, such as partner airlines, Star Alliance, government and marketing agencies. This is to facilitate your travel with us or improve our services.

Oscar is hosted on several third-party platforms which means your conversations will pass through a third party, although they have contractually agreed not to track or store your information. Depending on how you have interacted with Oscar, your information will pass through either:

- Google Assistance
- Amazon Alexa
- Facebook Messenger

If you request that Oscar puts you in contact with an employee from our Contact Centre to help your use of Live Chat, we will use a trusted third-party platform to facilitate our interaction with you.

It is possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## 12. Special meals

### *Why we need to collect it*

We want to provide the best possible travel experience we can. That includes catering to your special dietary and medical requirements by providing appropriate meal choices. In order to do this, we need to collect information that may be sensitive to you and disclose information relating to your dietary requirements, religious beliefs or medical needs.

### *What we collect*

We try to minimise the personal and sensitive information we require from you, while still helping you with the special meals that you require. We may also collect any information relating to your dietary or medical requirements or religious beliefs that you provide to us.

### *How we use it*

We only use this information to help you and provide you with the special meals or assistance you request. We may also analyse this information to inform our operations of whether we should change or expand some of our menu options so we can better cater to our customers' requirements. When we do this, we de-identify and aggregate your information to protect your privacy.

### *What we share*

We may need to share information relating to your special meals with some of our trusted third parties in order to facilitate your requests. This includes our partner airlines whom you may have also booked with through Air New Zealand, other service providers and and/or our suppliers.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

You may also be able to delete your information and withdraw your consent to our use of your data to provide special meals by updating your Air New Zealand account profile online or by calling our contact centre. Learn more in section 2, [How to Control Your Data](#).

## 13. Special assistance

### *Why we need to collect it*

We want to provide the best possible travel experience we can. That includes catering to your special assistance requirements where we can, such as providing special travel assistance like wheelchair support. To do this, we need to collect information which may be sensitive to you and reveal information relating to your medical and other needs for special assistance, including wheelchairs, visual or hearing impairment, service dogs or artificial limbs.

### *What we collect*

We try to minimise the personal and sensitive information we request from you, while still being able to help you. We may collect any information relating to your medical requirements or other special assistance requirements that you provide us.

#### *How we use it*

We only use this information to help you and provide you the special assistance you request. We may also analyse this information to inform our operations of whether we should change or expand some of our services so that we can better cater to our customers' requirements. When we do this, we try to deidentify and aggregate your information as much as possible to protect your privacy.

#### *What we share*

We may need to share information relating to your special requests with some of our trusted third parties in order to facilitate your requests. This includes our partner airlines whom you may have also booked with through Air New Zealand, service providers and/or our suppliers.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

You may also be able to request that we delete your information and withdraw your consent by updating your Air New Zealand account profile online or calling our contact centre. Learn more in section 2, [How to Control Your Data](#).

## **14. Surveys**

#### *Why we need to collect it*

We want to give you the best experience we can online, on the ground and in the air. We collect information about you in our surveys so we can better understand your travel experience and feedback. We use this information to improve our services and operations so we can provide you a better service.

#### *What we collect*

Our surveys can vary. Often, we give our Airpoints members the opportunity to complete a short survey once you have travelled with us. These surveys ask for your feedback about our lounges, crew, facilities, services and products. We might also ask you to disclose what age and income bracket you are in, gender, ethnicity, your closest airport, how long you have been in New Zealand and whether you want to be in the draw for a prize – if yes, we also need your email in case you are the winner. We will only collect your survey responses with your explicit consent. So, if you do not want to share this information then you don't have to.

We also do a range of other surveys which can collect a range of different information which can vary across each survey. We try to be as transparent as possible in our privacy notices for these surveys about what information we are collecting, how we are going to use it and who we may share it with. We often get sales, marketing and research agencies to analyse survey results. But, we collect only what we need and de-identify and aggregate your information as much as possible to protect your privacy. We may also share the subsets of information we are interested in for analysis. Again, we will only collect and share your survey responses with your consent, so if you do not want to share this information then you don't have to.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

#### *How we use it*

We use survey results and analysis to inform our internal operations and customer services so that we can continuously improve and provide you a better travel experience when you fly Air New Zealand as well as a more relevant range of goods and services.

### *What we share*

We may share the survey information you provide us and consent for us to share. Who we may share your survey information with can vary across each survey, so it's best you check the privacy notice of the surveys you complete for a clearer understanding of what we are sharing and with whom. We usually get sales, marketing and research agencies to analyse survey results. But, we collect only what we need and de-identify and aggregate your information as much as possible to protect your privacy. We may also share the subsets of information we are interested in for analysis.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## **15. Loyalty programmes & membership**

### *Why we need to collect it*

We need to collect and share additional information to administer your loyalty programmes and memberships. You can earn Airpoints Dollars and Status Points if you are travelling under one of our business, corporate or government travel programmes and provide additional travel related services your employer has requested.

### *What we collect*

We need to collect your name, date of birth, address, email and phone number to register your membership. With your consent, we also collect information relating to your bookings and purchase history with our retail and service partners to administer the Airpoints that you earn. This includes information relating to any purchases you make using your Airpoints Membership, such as your Airpoints number, name, the date and time of purchase, the retailer you purchased from and how much your total purchase was. We also record your preferences for receiving partner or other product and services related emails, as well as what types of goods and services you purchase at a categorical level e.g. Homeware, gardening, groceries or liquor.

For more detail on what information we collect, please see our Airpoints and Koru terms and conditions on our website.

### *How we use it*

We use your information to contact you about your loyalty programme and membership details, to notify you of any relevant changes and show you special offers we think you might be interested in and to administer your Airpoints or Koru memberships and transactions.

For more detail on how we use your information, please see our Airpoints and Koru terms and conditions on our website.

### *What we share*

We share some of your information with our trusted third parties, so we can manage your participation in our Airpoints and Koru membership programmes. This can include your name, date of birth, address, email and/or phone number to verify your identity, as well as your Airpoints membership number. These third parties include our partner airlines, retailers and service providers. We try hard to share as little information as possible to administer your membership and reduce your privacy risk.

With your consent, we also share some of your transactional data with our partner retailers and service providers to give them insight into what goods and services our customers are interested in. When we do this, we de-identify and aggregate to protect your privacy. We may also share this information with some of our

sales, marketing and research third party agencies so we understand what Air New Zealand partners give you the most value. We use this information to improve our loyalty and membership programmes and to make it more relevant for our customers.

It is also possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## 16. Cargo information

### *Why we need to collect it*

We strive to provide exceptional travel related services for you, as well as helping you travel around the world. This includes transport and shipping services for business and personal cargo. Our specialised team transport many types of cargo including goods, livestock, pets, produce, meat and plants. To transport your valuable and precious cargo, we need to collect and use personal information to manage your cargo. When we transport your goods internationally, we also need information about you and your cargo for local and international customs and biosecurity requirements.

### *What we collect*

We may need to collect information about you as the sender, recipient or owner of the cargo, so that we can contact you and provide you the services you requested. We may collect specific information relating to your cargo when it is likely to need special care and attention during its travel. This may include information for when we receive your cargo from you, load and offload it on an aircraft, care during transit, process it through biosecurity or customs, or deliver it. We will collect any information you provide us about the contents and care for your cargo.

It's possible information about your personal cargo could infer information relating to your medical requirements, health information, religious beliefs, political beliefs, affiliations, sexual orientation or sex life depending on its contents. We appreciate that the contents of your cargo may be sensitive and take care to protect your privacy.

For more information on what we may need to collect, please see our Cargo terms and conditions on our website.

### *How we use it*

We use the information you provide us to provide you the cargo services you requested. This includes information to contact you about your cargo and provide updates about it, care for your cargo, process it through biosecurity and customs on your behalf, and deliver it according to your instructions.

For more information on how we may use your information, please see our Cargo terms and conditions on our website.

### *What we share*

We may need to share your information with some of our trusted third-party ground-handlers for the purposes of transporting your cargo safely and securely. We may also need to share some information with international biosecurity and customs offices, and any other agencies that you may engage to receive your cargo.



It is also possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

## 17. Applicant information

### *Why we need to collect it*

Our people, Air New Zealanders, drive us to be among the world's best, in all aspects of our operations. This means we want to recruit the best people, from all over the world to represent us and be the face of Air New Zealand wherever we are. To make sure our applicants are the right fit, we need to collect and process some of your information.

### *What we collect*

We need to collect your name and contact details (e.g. email, phone) as well as information relating to your suitability to the role which you apply for. This includes your work history, evidence of your academic and professional certification, skills, talents, interests, experience and people you have nominated as your references. We usually collect this information directly from you, but sometimes you provide this information to a third party who will provide your information to us with your consent.

Depending on the role you apply for, we may also ask for your consent to run a background check, criminal history check, credit check, education or qualification check and/or medical check. We may also check some of your social networking profiles, such as LinkedIn.

### *How we use it*

We use your application information to see if you are a good fit for the role you have applied for and for Air New Zealand. We think this is important to get right, since we want to recruit the best people for our organisation and make sure we will be the right fit for you too.

### *What we share*

We will only share your information with third parties with your consent for the purposes of carrying out background checks, criminal history checks, credit checks, education or qualification checks and/or medical checks. We will try to share as little information as possible to communicate who you are and to verify your identity for these purposes. This means we will share some of your information with law enforcement bodies, government agencies, your references, past employers, education and certification providers and medical practises, where required.

It is also possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

## In the air

### 1. Inflight entertainment

#### *Why we need to collect it*

We want to provide you an enjoyable travel experience and help transport you around the world. When you request entertainment on your flight bookings, we want to make sure we provide you entertainment that you will enjoy and is relevant so that you can have the best experience in the air possible.

### *What we collect*

We need to collect information about your inflight entertainment when you order any goods or services on-board, so we can process your request and help you. We will monitor your use of the inflight entertainment so we can understand what features are most relevant to you and what type of content you like to watch so we can improve our inflight entertainment system in the future. We also monitor your preferred setting preferences, audio and audio-visual preferences, playlists, Airpoints transactions and whether you are an Airpoints or Koru member. We do not collect or analyse your conversations using our seat chat function.

If you log into your Air New Zealand account using our inflight entertainment system, we will also collect any account information you provide to be updated or corrected in the system.

If an unaccompanied minor is travelling, then we will also collect their information so we know to block adult rated content.

### *How we use it*

We use your information to provide you the goods and services you order using our inflight entertainment system, such as food, beverages and merchandise.

We monitor what content you watch and what features you use (e.g. seat chat) so we can understand what our passengers like so that we make sure our inflight entertainment system is relevant for you.

If an unaccompanied minor is travelling, we use their information (e.g. seat number) so we know to block adult rated content.

### *What we share*

We need to share some of your information with our inflight entertainment system service provider so that we can analyse what content and features you liked the most so we can make updates to improve our inflight entertainment system. When we do this, we de-identify and aggregate your personal information as much as possible to try and protect your privacy

If you order goods and services from our inflight Air New Zealand shopping mall, we may also need to share some of your information with our service and retail partners and freight companies so we can complete your order and, if we need to, deliver it to you. When we need to do this, we try to minimise the information we share to try and protect your privacy.

## **2. Inflight Wi-Fi**

### *Why we need to collect it*

We want to give you the best experience we can in the air and provide you with access to our inflight Wi-Fi service if you request it. To provide you with the inflight Wi-Fi you request and pay for, we need to collect information from you. We may also collect information relating to your use of inflight Wi-Fi so we can monitor our inflight Wi-Fi service, continue to improve it in the future and show you special offers we think you might find interesting and relevant.

### *What we collect*

To provision your inflight Wi-Fi access, we need to collect your name, email address and credit card details. We also need to record your device MAC address, session ID and flight number. We will record your Airpoints membership number if you give it to us. We also collect your booking reference in case you have a query with

us later, such as requesting a refund, and may also record, using cookies, what pages you visit and your online behaviours when you visit any of our websites.

If you choose to use inflight Wi-Fi under your employer's corporate programme, we will also need to collect specific information relating to your employment, so we know you are authorised to use the inflight Wi-Fi service.

For more information about what information we collect, please check our inflight Wi-Fi's terms and conditions on our website. You can restrict some of the information we collect when you browse from your device by changing your cookie preferences. To learn more, see our cookie policy on our website.

#### *How we use it*

We use most of the information you provide us to provide you with access to our inflight Wi-Fi. We use information about your use of our inflight Wi-Fi so we can monitor our inflight Wi-Fi service, continually improve our inflight Wi-Fi services, provide our customers with relevant offers and content, and inform our sales and advertising operations. We may share some of this information with our trusted third-parties so they can provide relevant content on our website.

#### *What we share*

We need to share some information about who you are and the device you are using to our third-party service providers who assist us in processing your payments for inflight Wi-Fi and provisioning your inflight Wi-Fi access.

We share information about your use of our inflight Wi-Fi services with a number of our trusted third-parties so we can provide you offers that we believe you might be interested in. We may also share information with sales, marketing and research agencies so we can better understand your online behaviour and ensure our inflight Wi-Fi capabilities meet your needs. When we do this, we try to de-identify and aggregate your information as much as possible to protect your privacy.

It is possible we may need to disclose some information to meet our legal obligations to airport and aviation security agencies, law enforcement bodies or government agencies. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

### **3. Special meals**

#### *Why we need to collect it*

We want to provide you with the best possible travel experience we can. That includes catering to your special dietary and medical requirements by providing appropriate meal choices. In order to do this, we need to collect information which may be sensitive to you and reveal information relating to your dietary requirements, religious beliefs or medical needs.

#### *What we collect*

We try to ask for minimal personal and sensitive information while still being able to help you. We may collect any information relating to your dietary or medical requirements or religious beliefs that you provide us.

#### *How we use it*

We only use this information to help you and provide you the special meals or assistance you request. We may analyse this information to inform our operations of whether we should change or expand some of our menu options in order to better cater to our customers' requirements. When we do this, we de-identify and aggregate your information to protect your privacy.

#### *What we share*

We may need to share information relating to your special meals with some of our trusted third parties in order to facilitate your requests. This includes our partner airlines whom you may have also booked with through Air New Zealand, service providers and our suppliers with your consent.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

### **4. Special assistance**

#### *Why we need to collect it*

We want to provide you the best possible travel experience we can. That includes catering to your special requirements where we can, such as providing special travel assistance. To do this, we need to collect information which may be sensitive to you and reveal information relating to medical and other needs for special assistance, including wheelchairs, visual or hearing impairment, service dogs or artificial limbs.

#### *What we collect*

We try to ask for minimal personal and sensitive information while still being able to help you. We may also collect any information relating to your medical requirements or other special assistance requirements that you provide us.

#### *How we use it*

We only use this information to help you and provide you the special assistance you request. We may also analyse this information to inform our operations of whether we should change or expand some of our services in order to better cater to our customers' requirements. When we do this, we try to de-identify and aggregate your information as much as possible to protect your privacy.

#### *What we share*

We may need to share information relating to your special requests with some of our trusted third parties in order to facilitate your requests. This includes our partner airlines whom you may have also booked with through Air New Zealand, service providers and/or our suppliers.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

You may also be able to delete your information and withdraw your consent by updating your Air New Zealand account profile online or calling our contact centre. Learn more in section 2, [How to Control Your Data](#).

## 5. Surveys

### *Why we need to collect it*

We want to give you the best experience we can online, on the ground and in the air. We collect information about you in our surveys so we can better understand your travel experience and feedback and use this to improve our services and operations. We use this information so we can provide you a better service.

### *What we collect*

Our surveys can vary. We give our passengers the opportunity to complete a short survey about your experience with us while you are in the air. These surveys ask for your feedback about our lounges, crew, facilities, services and products. We might also ask you to disclose what age and income bracket you are in, gender, ethnicity, your closest airport, how long you have been in New Zealand and whether you want to be in the draw for a prize – if yes, we also need your email in case you are the winner. We will only collect your survey responses with your explicit consent. So, if you do not want to share this information then you don't have to.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

### *How we use it*

We use survey information to inform our internal operations and customer services so that we can continuously improve and provide you a better travel experience next time you fly Air New Zealand, as well as a more relevant range of goods and services. Therefore, we may analyse these for trends and data insights, and read any comments you provide as feedback.

### *What we share*

With your consent, we may share the survey responses with sales, marketing and research agencies to analyse survey results. But, we collect only what we need and de-identify and aggregate your information as much as possible to help protect your privacy. We also only share the subsets of information we are interested in for analysis with third parties.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

You may also be able to delete your information and withdraw your consent by updating your Air New Zealand account profile online or calling our contact centre. Learn more in section 2, [How to Control Your Data](#).

## 6. Information about your interactions with the air crew, the cabin facilities or in the air

### *Why we need to collect it*

We want to provide you with an enjoyable travel experience and help transport you around the world. We may record your interactions with our air crew, including any compliments, complaints or concerns you raise, or any incidents which involve you or those you are travelling with.

### *What we collect*

In addition to your interactions with air crew, compliments, complaints, concerns or incidents which involve you or those you are travelling with, we may collect your name, contact details (e.g. phone, email) and any

other information if you provide it to us, such as who you were travelling with, your summary of an incident and your flight details.

#### *How we use it*

We use this information, so we can understand your experience with us in the air and look for opportunities to improve our services. We may also use your contact information to contact you about your interactions with our air crew, compliments, complaints, concerns or any incidents which involve you or those you are travelling with.

If we believe you or those you are travelling with may disrupt those around you on your next flight or may be a danger to other passengers or employees, we may share this information with our partner airlines, airport and aviation security, law enforcement bodies or other government agencies if we believe this is necessary.

We may also use information about your experience or interactions with our crew, compliments, complaints or concerns for training purposes.

#### *What we share*

We don't share information about your interactions with our air crew, compliments, complaints, concerns or any incidents which involve you or those you are travelling with any third parties unless we need to. It is possible we may need to disclose some information to meet our legal obligations to notify our partner airlines, airport and aviation security or law enforcement bodies or other government agencies if we believe you or those you are travelling with may cause a disruption on your next flight or may be a danger to other passengers or employees. When this happens, we are careful to make sure that this is both lawful and necessary.

We will share your personal information with you if you request it. Learn more in section 2, [How to Control Your Data](#).

## How we look after and protect your information

### Protecting your information

We have dedicated privacy and security teams to keep your personal and sensitive information safe. We have implemented physical and IT security and privacy measures and processes to minimise the risk of unauthorised use or disclosure of information and protect your payment and credit card details by encrypting them when they are transmitted or stored. Our employees also receive privacy training and we have built a culture of care around handling personal information.

As part of protecting your information, we take care to:

- Encrypt information when it is transmitted
- Require third parties to agree to our Code of Conduct, undergo a due diligence process, comply with our applicable data protection laws, be subject to privacy impact assessments as per industry standards and expectations, comply with our internal information security requirements, and include relevant contractual clauses and addendums to maintain our privacy and data protection standards
- Require our employees, service providers and third parties to only have access to the minimum information required to effectively perform their duties and responsibility
- Train our employees how to recognise and handle personal information, and how to identify and respond to potential privacy incidents swiftly and effectively

Please contact us if you would like more information you can email us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

### **Retention and disposal of your information**

We try to only keep your information for as long as we believe is reasonably necessary. We review our privacy policies including data retention and disposal, and de-identify and aggregate information wherever possible.

Please contact us if you would like more information you can email us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

## 2. How to control your data

### Privacy is about control.

To ensure that you have some say in the way your personal information is collected, used and shared, privacy law gives you rights that help you to retain that control.

At Air New Zealand, we know that being open, transparent and honest will enable you to trust us.

We know these rights are very important to you. For us, they form a big part of our culture to ensure that customers are at the core of everything we do. We're committed to 'think privacy & do the right thing'.

If you can't find what you're looking for you can email us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

### Your right to know

We believe you own your personal information. You have the right to know what information we hold about you, and request a copy of it, to correct your information, and you may have the right to ask us to erase your information in special circumstances. You may also have a right to tell us if you want us to stop using it in certain ways.

To learn more, the types of information we may hold about you are described in section 1, [Trusting Air New Zealand with Your Data](#).

#### 1. Accessing your information or obtaining a copy of your information

You can access a lot of the personal information we hold about you yourself, by signing into your Air New Zealand online account. There you can see a lot of the personal information you have provided us as well as most of the information we have collated relevant to your account and relevant interactions you have had with us.

If the information you're looking for is not in your Air New Zealand online account then you can request it from us online through our online Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz). But, before we can process your request, we will need to confirm your identity to ensure you are authorised to access and obtain a copy of your information.

##### *Process to request personal information*

You can request a copy of information we hold about you from the "Manage Account" section in your Air New Zealand account profile. If the information you are looking for is not in your Air New Zealand online account, or you don't have an account with us, you can make a request to access your personal information or to obtain a copy of information you have provided us through our online Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

If you make a request to access or obtain a copy of your information, we will need to confirm that you're authorised to access the information. This might involve asking you some security questions, checking your identity documents or verifying your signature. Please understand that we must do this to protect your privacy.



We will try our best to respond to your request as quickly as possible and no later than 20 working days after you make your request. Where we cannot decide within 20 working days, we'll let you know and explain why.

*What if we say no?*

We will try to be as open as we can with you, but sometimes we may not be able to meet your requests because we cannot identify or verify you, do not hold the type of information you have requested or we have an obligation to withhold that information. For example, we may not be able to meet your requests where the information is not personal information about you, is commercially sensitive, is legally privileged, relates to the personal information of another person, or may impact on the safety or security of our employees or customers to release it. In these circumstances, we will withhold the information but we'll try our best to explain why.

If you're unhappy with the decision we've made about your request for a copy of your personal information, then let us know by emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

## 2. Updating & correcting your personal information

You can correct and update a lot of the personal information we hold about you yourself by signing into your Air New Zealand online account from our website. Here you can see most of the details we hold about you and you can manage your preferences and communication options.

If the information you're looking for is not included in your Air New Zealand online account, then you can request us to update or correct your personal information by contacting us online through our Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

*Process to update & correct information*

If you are seeking general assistance relating to your Airpoints account, please visit our Airpoints FAQ page on our website, call our Airpoints team on 0800 247 764 or ask Oscar our helpful chatbox.

You can make a request to correct or update your personal information using the online request form on our online Privacy Centre, we will need to confirm that you're authorised to access the information. This might involve asking you some security questions, checking your identity documents or verifying your signature. Please understand that we must do this in order to protect your privacy.

We will try our best to respond to your request as quickly as possible and no later than 20 working days after you make your request. Where we cannot decide within 20 working days, we'll let you know and explain why.

*What if we say no?*

We'll try our best to correct any information that you believe is inaccurate. But, if we do not agree that the information should be corrected, we'll attach your request to the disputed information in your Air New Zealand online account as a "statement of correction".

If you're unhappy with the decision we've made about your request correct your personal information, then let us know by explaining this online at our Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

### 3. Deleting your personal information

In some cases, you may have the right to ask us to delete your personal information. You can delete some information we hold about you yourself by signing into your Air New Zealand online account from our website and removing the information in fields that are not mandatory.

If the information you want to delete cannot be found or you are unable to delete it yourself, you can request it be deleted by contacting us through our online Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz). We may not be able to delete everything, but we will let you know if there is any information we can't delete. For instance, we may need to keep some information for our financial recording obligations. We also may not be able to delete all the information held by some of our third parties, so you may want to approach them directly.

If you ask us to delete all your information, we will be unable to reverse this in the future. This will mean that you will lose all the Airpoints you have earned and records of any other benefits you may have been entitled to.

#### *Process to delete information*

You can delete information we hold about you yourself by signing into your Air New Zealand online account from our website and removing the information in fields that are not mandatory. If the information you want to delete cannot be found or you are unable to delete it yourself, you can request it be deleted by contacting us through our online request form.

When you make your request, we will need to confirm that you're authorised to request the information is deleted. This might involve asking you some security questions, checking your identity documents or verifying your signature. Please understand that we must do this in order to protect your privacy.

We will try our best to respond to your request as quickly as possible and no later than 20 working days after you make your request. Where we cannot decide within 20 working days, we'll let you know and explain why.

If you wish to close your Air New Zealand online account, you can request this by contacting our Contact Centre at 0800 737 000 (or +64 (0)9 357 3000 if you're not in NZ) or through our online request form on our online Privacy Centre.

#### *What if we say no?*

All requests for deletion of personal information will be considered individually, please note that in some circumstances not all personal information may be deleted. We will let you know if and when that applies to your request. Some personal information may need to be retained for compliance with other applicable laws.

If you're unhappy with the decision we've made about your request for deletion of your personal information, then let us know by explaining this using our online Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

### 4. Closing your account

You have the right to close your account. Closing your account will deactivate your Airpoints membership. This means you will no longer be able to earn Airpoints dollars and we will no longer collect, process or store new information relating to the purchase of goods and services against your account. This also means you will no longer be able to spend or redeem any earned Airpoints in any way and any existing Airpoints dollars balance will be permanently lost. Closing your account is reversible and it is possible to reactivate it any time by contacting us.

Closing your account does not automatically trigger the deletion of your personal information. This is just in case you want to reactive it a later point in time. If you don't think you want to participate in our Airpoints programmes again in the future, you can also make a request to delete your personal information.

#### *Process to close your account*

If you wish to close your Air New Zealand online account, you can request this by contacting our Contact Centre at 0800 737 000 (or +64 (0)9 357 3000 if you're not in NZ).

When you make your request, we must take steps to confirm that you're authorised to request the account closure. This might involve undertaking checks to verify your identity, such as asking you some security questions or viewing your identity documents. Please understand that we must do this in order to protect your privacy.

Generally, we are able to action account closure requests over the phone. Where we are unable to process your request over the phone, we will try our best to respond to your request as quickly as possible and no later than 20 working days after you make your request. If for some reason we are unable to action your request within 20 working days, we'll let you know and explain why.

#### *What if we say no?*

All requests for closing an account are treated seriously and we will do the best we can to meet your request in a timely, efficient way. In some cases, such as where your Air New Zealand online account is linked to an active credit card, we may need to refer you to your bank or another third-party provider who can assist with closing your account. If this is necessary, we will explain to you why we are unable to action your request.

If you're unhappy with how we have handled your request to close your account, then let us know by explaining this online at our Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

## **5. Minor's personal information**

If you believe a minor has provided us personal information without parental or guardian consent, the parent or guardian can contact us online through our Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz) and we will do our best to delete all of the minor's personal information. We will also access, update and correct their personal information following our processes to access and correct your personal information and to delete your information.

When you make a request relating to a minor, we must take additional steps to confirm you are authorised to access, correct or delete that information. This will involve security questions, checking identity documents or verifying your signature. Please understand we do this to protect the privacy of the individual.

## **6. Managing your preferences for direct marketing**

We like to talk to our customers, especially when we've got great ideas and deals to share. But we accept that sometimes you might not want to hear from us in that way, and we respect that choice.

You can ask us not to use your personal information for communications, marketing or promotional purposes at any time. Here are a few easy ways to do this:

- Unsubscribe to our marketing emails using the unsubscribe function on our Air New Zealand mobile applications (but note that we will still contact you from time to time to manage the services you have asked us for).

- Update your communication options through your profile when you sign in to your Air New Zealand online account.
- Call our Contact Centre on 0800 737 000 (or +64 (0)9 357 3000 if you're not in NZ) for general marketing subscription preferences.
- Visit our online Airpoints FAQ page or call our Airpoints team on 0800 247 764 for marketing preferences relating to your Airpoints account and information.

## 7. Online personalisation

Like many businesses, we use cookies and other technologies to allow us to enhance and personalise your online experience.

We have a cookie policy which you can find on our website that explains the information we collect and why. It also explains what cookies are and how you can enable or disable them.

If you don't want us using your personal information to personalise your online experience, you can contact us through the online request form on our online Privacy Centre or email [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

## 8. Asking us to stop using your information

We respect that you own your personal information and that you should have a say in how it is collected and used. In some circumstances, you may have the right to ask us to stop using your personal information in certain ways. To do this, you should contact us through the online request form on our online Privacy Centre or email [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz). We will try our best to stop using your personal information in ways that you aren't comfortable and give you confidence that take your privacy seriously, taking measures we take to anonymise and aggregate data to protect your privacy where possible.

## 9. Contact our Global Privacy Office

Air New Zealand is headquartered in New Zealand and has appointed a Global Chief Data Protection and Privacy Officer for you to contact if you have any questions or concerns about Air New Zealand's personal information processes and privacy practices.

Global Chief Data Protection and Privacy Officer: Jacqueline Peace

Contact: submit a request or feedback through our online Privacy Centre or email [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

### 3. Lawful basis for processing personal information

We want to be transparent with you about what personal information we collect and process so you can trust Air New Zealand with your personal information.

We try to ensure all our personal information activities are necessary and have a lawful basis for processing. These bases include:

- **Consent** - personal information you have allowed us to collect and process with your explicit consent. We try to give you clear notice of what we are collecting, why and who we might be sharing it with, and don't pre-tick boxes so you can feel confident in your choice to consent. We also make sure to tell you about how you can control your data and let you withdraw your consent at any time by contacting through our online Privacy Centre on our website or emailing [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).
- **Contract** - personal information we need to fulfil a contract we have made with you or to provide goods or services you have requested from us. When we collect and process information to fulfil a contractual obligation, we only collect and share the information necessary to complete our obligations and provide you what you have asked for. You may even request a copy of the personal information we may hold about you. To learn more in section 2, [How to Control Your Data](#).
- **Legal obligation** - personal information we need to collect and process to comply with common law and statutory obligations, such as the Financial Reporting Act 2013 or Employment Relations Act 2004.
- **Vital interest** - personal information we need to use in order to protect you or someone else's safety. We take the health, safety and security of all of our customers and employees very seriously. Its possible circumstances might arise where we need to use or share information you have provided us to protect their health and safety.
- **Legitimate interest** - personal information we, or a trusted third party, need to achieve your individual interests, social benefits or protect our commercial interests. When we rely on a legitimate interest to collect and use your information, we take an objective, risk-based assessment of our interest and your individual rights and freedoms and will only use information that has a minimal privacy impact or risk, is not collected intrusively and only collect as little information as we need to fulfil the purpose it was collected for. We want you to trust us and we try hard not to collect or use your information for any purpose you wouldn't reasonably expect us to. You can learn more in section 1, [Trusting Air New Zealand with Your Data](#).
- **Public interest** - personal information we process, use or share to perform a specific task in the public interest is at the request of an official authority or required by law. When this happens, we make sure that the processing, use and/or sharing of your personal information is both lawful and necessary.

The following table shows our understanding of the different categories of personal information we may collect about you and the lawful basis which we expect we may need to process your information under.

Lawful basis for processing personal information						
	Consent	Contract	Legal obligation	Vital interest	Legitimate interest	Public interest
<b>On the ground</b>						
Booking information		X	X	X	X	X
Check-in information		X	X	X		X
CCTV				X	X	X
Call recording		X	X	X	X	X
Parking information		X	X			X
Shopping information		X	X			X
Compliments, complaints or concerns	X			X	X	X
Business, corporate and government travel		X	X	X		X
Website preferences		X			X	X
App information	X	X			X	X
Oscar the bot		X			X	X
Special meals	X	X		X		X
Special requests	X	X		X		X
Surveys	X					X
Loyalty programme & membership	X	X	X		X	X
Cargo		X	X	X		X
Application information		X	X			X
<b>In the air</b>						
Inflight entertainment	X	X			X	X
Inflight wi-fi	X	X			X	X
Special meals	X	X		X		X
Special requests	X	X		X		X
Surveys	X					X
Information about your interactions with the cabin or in the air				X	X	X

## 4. Engaging with Air New Zealand

Find out how to get in touch and read our frequently asked questions about privacy.

### Ask us

We take all reasonable steps to ensure that the personal information we hold is protected against loss, and unauthorised access, use, modification or disclosure. We know you will only entrust us with the personal information we need if you believe that we'll do the right thing with it and treat it with care and respect. Good privacy practice is at the heart of Air New Zealand's culture.

You can contact us at any time to ask about our privacy practices, to let us know if you're concerned about anything or make a complaint about the way we've handled your personal information.

We have a dedicated privacy team to look after you and your personal information. You can contact us by:

1. Using our online request form in our Privacy Centre on our website.
2. Calling our customer service team on 0800 737 000 (or +64 (0)9 357 3000 if you're not in NZ).

We'll try our very best to understand and resolve your concerns. However, if you're not satisfied with the way we've handled your complaint, then you may also have the right to make a complaint to the privacy regulator - or data protection authority - in the country which you reside. The contact details for the regulators we do the most business in can be found below. If the regulator you need is not listed below, then ask us through our online Privacy Centre and we'll help you to find them.

Jacqueline Peace  
Global Chief Data Protection and Privacy Officer  
[PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz)

### Contact information

#### Argentina

Argentine Personal Data Protection Agency  
Sarmiento 1118 – 5th Floor  
Autonomous City of Buenos Aires  
(C1041AAX) Argentina +54 11 4383 8512  
<http://www.jus.gov.ar/datos-personales.aspx> (<http://www.jus.gov.ar/datospersonales.aspx>)

#### Australia

Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney  
NSW 2001  
1300 363 992 <https://oaic.gov.au> (<https://oaic.gov.au/>)

#### Canada

Office of the Privacy Commissioner of Canada  
30 Victoria Street  
Gatineau  
Quebec K1A 1H3 1-800-282-1376 priv.gc.ca (<https://www.priv.gc.ca/>)

### European Union

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
0303 123 1113 <https://ico.org.uk> (<https://ico.org.uk>)

### Hong Kong

Privacy Commissioner for Personal Data  
12/F Sunlight Tower  
248 Queen's Road East  
Wanchai  
Hong Kong 2827 2827 <https://www.pcpd.org.hk> (<https://www.pcpd.org.hk/>)

### Japan

Personal Information Protection Commission  
Kasumigaseki Common Gate West Tower 32nd Floor  
3-2-1, Kasumigaseki  
Chiyoda-ku, Tokyo 100-0013 Japan  
81-(0)3-6457-9680 <https://www.ppc.go.jp/en/> (<https://www.ppc.go.jp/en/>)

### New Zealand

Office of the Privacy Commissioner  
PO Box 10-094  
The Terrace  
Wellington 6143  
New Zealand  
0800 803 909 <https://privacy.org.nz> (<https://privacy.org.nz/>)

### Singapore

Personal Data Protection Commission  
460 Alexandra Road #10-02 PSA Building  
Singapore 119963 (<http://www.pdpc.gov.sg>) (<http://www.pdpc.gov.sg>) (<http://www.pdpc.gov.sg>)



## United States

Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580 (202) 326-2222  
<https://www.ftc.gov/> (<https://www.ftc.gov/>)

## FAQs

We're always trying to learn from you, understand what you want, and improve the way we do things. We know there are some things that our customers really care about, and when we get asked a question often, we include additional information here. We add to these FAQs all the time.

Remember, if you can't find what you're looking for you can ask us using through our online Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

### 1. What is privacy all about?

Privacy is about protecting your personal information from unauthorised and unintended access, use and disclosure. "Personal information" refers to any information which may be able to identify you or any other individual, such as names, date of birth, unique identifiers, passport numbers, financial information, phone numbers, email, addresses or IP addresses.

Privacy also considers other sensitive, special categories of personal information which may put you at risk if combined with your personal information, such as:

- Physical or mental health
- Race and ethnic origin
- Religious beliefs
- Biometric information for ID purposes
- Genetics
- Sex life or sexual orientation
- Criminal information
- Trade union affiliation
- Political affiliation

At Air New Zealand, we understand that you own your information and have entrusted it to us. We aim to protect your privacy and manage any other sensitive information we may have about you very carefully. We also try to minimise our collection of personal information and limit the use of it as much as possible.

### 2. Can I get a copy of the information Air New Zealand holds about me?

Yes, you can. The privacy laws of many countries, including New Zealand, give you the right to request access to information and/or a copy of the personal information we hold about you and we take this right very seriously. Find out how to make a request in section 2, [How to Control Your Data?](#)

### **3. Can I access and/or change a booking for someone else?**

Before we can discuss or share personal information about someone else to you, we need to make sure that you're authorised by that person to have access to the information. Where you're the person who made the booking, we'll need to make sure you are who you say you are. We will need to ask you a few questions to verify this. Where you didn't make the booking, we will need to make sure you have been authorised to have access or make changes by the relevant individual(s). If you want to access or change a child's booking, we will need to confirm that you are the child's parent or guardian or have been appropriately authorised by the child's parent or guardian.

If we can't be sure that you were appropriately authorised, we won't be able to make any changes or share any information with you. We appreciate that this might be frustrating, but we must respect our customers and their personal information and protect it from possible harm.

### **4. Can I access, change or delete a child's personal information in their Airpoints™ membership?**

Yes, if you have parental responsibility or are authorised by those with parental responsibility, you can access, change or delete a child's personal information directly through logging in using the account details set up at the time you created the account for your child on Air New Zealand's website.

If you have difficulties, please call us on 0800 737 000. If we can't be sure you're authorised to access, change or delete a child's personal information, we won't be able to make any changes or share any information with you. We appreciate that this might be frustrating but we must respect our customers and their personal information and protect it from possible harm.

### **5. Does Air New Zealand share personal information with the police or any other government agency?**

Yes, but only when necessary and in compliance with applicable law. Sometimes the police or another government agency may ask us for personal information when they're managing an emergency, investigating an immediate threat or some other type of investigation in New Zealand or somewhere else in the world. In other cases, they may ask us for personal information as part of an ongoing investigation. If such a request is made with urgency from a law enforcement agency, then we will follow a controlled process to verify the request. If a request is more general, we will ask for a copy of the search warrant to ensure that the information they've asked for is lawful and necessary before processing the request.

At Air New Zealand's discretion, we may also share personal information relating to fraudulent activity or suspected human trafficking and other crimes only when sufficient reasonable evidence exists. You can find out more about what information we collect, use and share in section 2, [Trusting Air New Zealand with your data](#).

### **6. I have a protection order and I'm afraid they'll find out where I'm flying. What should I do?**

If you have real concerns about particular people getting access to your personal information, then you must let us know. We will take reasonable precautions to make sure that people who request information are who they say they are and are properly authorised to access, change or delete your personal information or bookings, but sometimes people can be determined. If you let us know about a particular concern or risk, then we can make a note of this on our system so that our customer service representatives will know to take extra care when they receive a call from a third party.

## 7. Does Air New Zealand share personal information with other airlines?

Yes, but only when necessary. We need to share your personal information with other airlines to provide you the goods or services you requested, such as your booking and flight information for our codeshare partners.

We may also need to share sensitive or special categories information about you, such as health information. Information relating to disruptive behaviour may be shared if we believe this is necessary for safety or security purposes.

At Air New Zealand's discretion, we may also share personal information relating to fraudulent activity or suspected human trafficking and other crimes only when sufficient reasonable evidence exists.

Find out more about the ways we share personal information to keep you safe in section 2, [Trusting Air New Zealand with your data](#).

## 8. How do I opt out of direct marketing?

We like to communicate with our customers, especially when we've got great ideas and deals to share. But we accept that sometimes you might not want to hear from us in that way, and we respect that choice. If you are an Airpoints member, you can change your preferences in your account under "Your Profile" and selecting "Profile Settings." If you subscribed to our Air New Zealand or GrabASeat emails, then you can find an unsubscribe link at the bottom of all our emails. If you still have concerns and have requested not to receive marketing information, you can contact us through our online Privacy Centre or emailing us at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz). Learn more in [How do I control my privacy](#).

## 9. Does the Air New Zealand app have access to my contacts or my location?

No, none of the Air New Zealand mobile apps - Air NZ mobile app, OneSmart™ app, KiaOra app or grabaseat™ app - have access to your contacts. From time to time, these apps may need to access your location information to provide you with a service, such as confirming a booking or making sure you can order coffee in our lounges. The apps will always ask your permission before accessing your location information.

You can find out more about the personal information we collect through our websites and mobile applications in section 1, [Trusting Air New Zealand with Your Data](#).

## 10. Do you monitor and record my use of inflight Wi-Fi?

Yes, we need to monitor and record your usage of our inflight Wi-Fi so we can provision you the correct inflight Wi-Fi services you request and process payments or refunds that you may be entitled to. Information we need to record about your inflight Wi-Fi use includes your email address, session ID and device MAC address. We may also use some cookies which we share with some of our trusted third parties so we can get a better understanding of how you use your inflight Wi-Fi service. We use this information so we can monitor and improve our inflight Wi-Fi services and show you offers we think you may be interested.

You can learn more about what information we collect and use relating to our inflight Wi-Fi services in section 2, [Trusting Air New Zealand with your data](#), and find out more about our cookie policy on our website.

### **11. Can I object to profiling?**

Yes, you can object to profiling. Sometimes we perform profiling so we can understand our customers better and continually improve our goods and services. This could include assigning customer profiles so we know what types of goods, services and special offers you value the most or understanding your preferred methods to interact with us so we can contact you effectively in case of booking change, disruption or emergency. We understand you may not be comfortable with us doing that. If you do not want to be profiled in certain ways, you can ask us through our online Privacy Centre. Learn more in section 2, [How do I Control my Data](#).

### **12. Will you use my health information for direct marketing to me?**

No, we don't use your health information to enable direct marketing. We treat sensitive information like health information very differently to the other personal information we collect. From time to time we need to collect information about medical conditions which may impact on services we provide or our customers. We will only ever use this information to manage the services we provide to you to try give the most enjoyable travel-related services we can. We do not combine this information with other information we might hold about you.

You can find out more about what information we collect, use and share in section 1, [Trusting Air New Zealand with Your Data](#).

### **13. Where can I view Air New Zealand's Privacy Statement?**

Our most up-to-date privacy statement can be found on our online website in our Privacy Centre and explains how you can trust Air New Zealand with your data (including what we collect, why we need it, how we may use your personal information and who we share it with). It also explains how you can control your information, how you can engage with us and read our FAQs, and the lawful basis' which we may collect and use your personal information.

We also have a number of other terms and conditions that may impact your privacy. They can be found online in our [legal terms and conditions](#).

### **14. Is my personal information safe with Air New Zealand?**

We take privacy extremely seriously and have dedicated privacy and security teams to keep your personal and sensitive information safe. We have implemented physical and IT measures and processes to minimise the risk of unauthorised access, use or disclosure of information and to protect your payment and credit card details by encrypting them when they are transmitted or stored. Our employees also receive privacy training

As part of this, we:

- Encrypt information when it is transmitted
- Require third parties to agree to our Code of Conduct, undergo a due diligence process, comply with our applicable data protection laws, be subject to privacy impact assessments as per industry standards and expectations, comply with our internal information security requirements, and include relevant contractual clauses and addendums to maintain our privacy and data protection standards
- Require our employees, service providers and third parties to only have access to the minimum information required to effectively perform their duties and responsibility

- Train our employees how to recognise and handle personal information, and how to identify and respond to potential privacy incidents swiftly and effectively

### **15. Are my credit card details secure?**

Yes, we take great care to protect your payment and credit card details and use independently certified encryption technology when processing and storing your credit card payments.

### **16. Does Air New Zealand track or monitor what I do on its websites?**

Yes, we want our websites to be able to meet your needs and show you content which is relevant to you, such as special offers on flights you seem interested in. We also have some features to make your experience on our website quicker and faster, like giving you the option for our website to remember your booking details for next time to help save you time and hassle. We do this by using cookies and other website technologies.

More information, including how to turn these off, can be found in our [cookie policy](#).

### **17. What can I do to protect my personal information?**

There are several measures that you can take to protect your personal information, including:

- Use different passwords for different online accounts (use a password manager if that helps)
- Use long passwords (at least 10 characters, but preferably much longer)
- Change your passwords if you know or suspect they have been discovered by someone else
- Keep your computer operating system, applications, mobile device, and browser software up to date
- If your e-mail provider supports multi-factor authentication (also called two-factor authentication or 2FA), enable it on for your email account.

### **18. If I believe there has been a breach of privacy, where can I raise this?**

We have ethical and legal obligations to hold information securely and to use it appropriately, in accordance with our Privacy Statement. If you feel we have breached these obligations, please contact our Privacy Office at [PrivacyOfficer@airnz.co.nz](mailto:PrivacyOfficer@airnz.co.nz).

### **19. Does Air New Zealand use my personal information for marketing?**

Yes, we may use your information to provide personalised offers and content we believe are relevant or may be useful for you. These offers can be via email, direct mail, web or other electronic advertising. Offers can be for Air New Zealand, our partners or other third parties. We may use your information individually or combined with information from our trusted third parties which you authorised information sharing of.

You can find out more about what personal information we collect and how use it in section 1, [Trusting Air New Zealand with Your Data](#).

## 20. How do I stop receiving Air New Zealand direct marketing to me?

If you are no longer interested in receiving these offers you are able to unsubscribe directly within our email communications at the bottom of our emails. If you are an Airpoints member, you can update your communication preferences upon logging into your profile.

You can find out more about what personal information we collect and how use it in section 1, [Trusting Air New Zealand with Your Data](#).

## 21. Does Air New Zealand allow any other organisations to access my personal information?

Yes, to ensure that we can provide you with the products and services you have requested from us, we may need to disclose your personal information to trusted third parties.

These third parties include:

- Airlines and partner airlines
- Loyalty coalition partners
- Partner retailers
- Service providers
- Airport retailers
- Government agencies
- Law enforcement bodies
- Your employer if you travel on a corporate, business or government programme
- Star Alliance
- Airport and aviation security and management
- Sales, market and research agencies
- Freight companies
- Travel agents
- Business, corporate and government travel organisers
- Ground handlers
- Financial retailers
- Business partners

You can find out more about what information we collect, use and share in section 1, [Trusting Air New Zealand with Your Data](#).

## 22. Does Air New Zealand gather personal information about me from other sources?

Yes, depending on what services you request and how you interact with us or our partners will depend if, and how, we collect your information. We may collect your information through some of our trusted partners, such as travel agents, corporate travel arrangers, financial, business and retail partners, other airlines and alliances, freight companies, airport and aviation security and management, competitions and promotions.

We may need to collect and process your information from other sources in order to process and manage your bookings, parking, shopping, communication and marketing preferences, programme and membership services, employment applications, competitions, promotions, surveys, and use of our website or apps.

Learn more what information we collect, use and share in section 1, [Trusting Air New Zealand with Your Data](#).

### 23. What does Air New Zealand do with my personal information?

We need to use your personal information for many reasons. Some of these are necessary for us to provide you the goods and services you requested from us, sometimes we need to process or share your information to fulfil our legal obligations or we may have some other legitimate business need. These reasons include:

- Facilitating bookings you have with us
- Checking you into your flight
- Providing you goods you requested
- Verifying your identity and contact details when you request information or assistance from us
- To communicate with you, including notifying of flight delays and disruptions
- To ensure compliance with regulations and legislation
- To manage emergencies that may affect our customers or employees
- To manage customer and employee safety and security
- Understanding your preferences to provide you more relevant offers
- Improving your online experiences and experience with Air New Zealand
- To inform and improve our customer operations and systems
- To administer your Airpoints and Air New Zealand memberships
- To enable use of our mobile apps
- For sales and market research to improve our service offerings
- To prevent fraud and human trafficking activities

You can find out more what information we collect, use and share, and how we protect it in section 1, [Trusting Air New Zealand with Your Data](#).

### 24. Do you record my conversations with Oscar?

Yes, this is so our team can analyse your conversations to help improve Oscar so we can provide better online experiences in the future. When this happens, all conversations are automatically de-identified as much as possible to protect your privacy. Conversations are also kept when Oscar may need to refer you to one of customer service representatives so our staff can quickly understand your issue and provide further assistance, and provide a record for assurances purposes.

### 25. How long do you record my conversations with Oscar?

We only keep your information for as long as we believe is reasonably necessary and will generally only keep your personal information for a maximum of 3 years (36 months) unless we have a legal obligation to keep your data longer. We also try to de-identify your Oscar conversations as soon as reasonably possible. We review our privacy policies regularly, including data retention and disposal, and we de-identify and aggregate information wherever possible. Please contact us if you would like more information using our online request form in our Privacy Centre.

### 26. Can I get a copy of the information AirNZ holds about me?

Yes, we believe you have the right to ask this from us. If you would like a copy of your information we will do our best to provide it. We can only provide you the information we know you provided, which means that we

may not be able to provide everything you ask for because we don't know it comes from you (e.g. some conversations with Oscar and other information we already de-identified). For more information, please see section 2, [How to Control Your Data](#).

## **27. Do you share my conversations with Oscar with anyone?**

We may need to share your information with a number of trusted third parties, such as partner airlines, Star Alliance, government and marketing and data analysis agencies. This is mostly to facilitate your travel-related services you requested or to improve our services. For more information on what information we collect, how we use it and who we may share it with in section 1, [Trusting Air New Zealand with Your Data](#).

Oscar is hosted on several third-party platforms which means your conversations will pass through a third party. These third parties have all contractually agreed not to track or store your information. Depending on how you interacted with Oscar, your information will pass through either:

- Google Assistant
- Amazon Alexa
- Facebook Messenger

We may need to share some of your Oscar conversations internally, such as when you request to be redirected to our Call Centre or when you request a copy of your Oscar conversations.

## **28. What personal information does Oscar collect about me?**

Sometimes, Oscar needs to collect personal information in order to verify who you are to provide you the help you requested and ensure you are who you say you are. This may include your name, Airpoints account number, address, date of birth, membership status, Global Unique Identifier (GUID), email address, username and booking details. He will request this information only if its needed. If you are signed in, Oscar will be able to recognise your conversation is happening against your profile and will be aware of your account information even if you don't explicitly provide it to him. This is to help Oscar identify you and better respond to your requests and queries.

We try hard to request as little personal and sensitive information from you unless we need it, but can't help collecting any other information you provide in the conversations you have with Oscar. We may end up recording this information, as well as your IP address and session ID, in the data we collect to monitor and improve our services and provide the assistance you request. We recommend you don't include any personal, special categories or sensitive information in your conversations with Oscar that you don't want to share with us.

## **29. What does Air New Zealand do with my conversations with Oscar?**

We use the conversations you have with Oscar to inform our customer operations so we can continually improve our services. Only select teams can see your conversations for a short period of time in the event that Oscar needs human assistance from our customer services represents. When sharing information internally to improve our other customer services, we de-identify conversations as much as possible to protect your privacy.



**30. What is POLi Payments, and is it a safe way for me to pay for online bookings?**

As part of our online booking process we want to give you the freedom to pay the easiest way possible. We realise this isn't the same for everyone, so we give you options to pay using a range of credit card and travel cards, or online banking. To enable you to pay using online banking, we engage a third-party solution called POLi which provides a direct connection to your bank provider to enable you to make a bank payment. POLi will collect and process your bank account log-in credentials to access your bank account. POLi will then act as your agent to make a payment on your behalf. Sharing of bank credentials is prohibited in the terms and conditions of many banks and POLi provide only limited security assurances. Air New Zealand cautions against the use of POLi but recognise that some of our customers use POLi as a preferred method of payment. We will only record information relating to payment confirmation from POLi to continue processing your booking.