

# Customer privacy policy - Non-European Appendix

## Cathay Pacific Customer Privacy Policy - Non-European Appendix

This Appendix applies if you are based in the following countries/regions during your interactions with us

### 6. South Korea

6.1 The following sentence shall be added as a final paragraph in the introductory section of the Privacy Policy before the start of clause 1:

*“You consent to the collection and use of your Personal Data in accordance with the terms of this Privacy Policy”*

6.2 The following clause shall be added to the Privacy Policy as section 5.6:

5.6 Names of third party recipients of your Personal Data and description of their processing work

The names of third parties that will process your Personal Data on our behalf and descriptions of their work are as follows. This list may be amended or updated from time to time.

Service Provider (Trade Name)	Description of Work
Swissport Korea	Ground handling service in Incheon Intl Airport including check-in, reservation and ticketing, providing notice of change, ticket sales, guiding use of lounge by members, assistance in membership subscription and response to queries on mileage service, etc.
Asiana Airlines	Ground handling services in Busan and Jeju Intl Airport including check-in, reservation and ticketing, providing notice of change, assistance in membership subscription and response to queries on mileage service, etc.
SMS transmission/messaging service providers	SMS transmission for notification or reminders on flights, etc.
IBM	Mainframe: To perform auto-tracking and retro claim processing for oneworld and Asia Miles partners
AWS	Cloud service.
OpenJaw	Travel retail platform for Cathay
Amadeus	Amadeus is the Internet application for passenger to book flights online

Novatti	eVoucher Management System
Salesforce	Salesforce provides application to store and handle customer contacts and to manage customer feedback and compensation
CHAMP	Cargo Service System for Carrier and Handling
Ayden	Payment gateway
Alipay	Payment service
Acoustic (Silverpop)	Marketing automation & email marketing software
Go Logistics and Storage	Cathay Shop Product delivery
TravelSky Technology Limited	For APP booking management in the reservation systems
Asia Miles Limited	Asia Miles accrual

6.3 The following paragraph shall replace section 7.3 (Retention Period) of the Privacy Policy:

#### 7.3 Retention Period

Our retention periods for Personal Data are based on business needs and legal requirements. We will retain your Personal Data for as long as is necessary for the processing purpose(s) for which it was collected and any other permitted linked purpose. For example, we may retain: (i) certain transaction details (e.g. flight history) and correspondence until the time limit for claims arising from the transaction with us has expired (which is typically between 6 to 10 years after the relevant transaction occurred, and in some cases much less than this); or (ii) certain data to comply with regulatory requirements regarding the retention of such data. Where Personal Data is no longer needed, we either irreversibly anonymise the data (in which case we may further retain and use the anonymised data) or securely destroy the data.

6.4 The following sentence shall be added to section 8.1:

*“If you are under the age of 14, your legal guardian will have the rights under section 8.”*

6.5 The following clause shall be added to Privacy Policy as section 5.7 of the Privacy Policy:

#### 5.7 Provision of personal data to a third party when booking flight tickets

5.7.1 Personal data you provide when you book flights online include the following. Please note, personal data collected from you may vary depending on the nature of services provided to you:

**Mandatory information:**

- Your family name, given names, title
- Your travel companions' family name, given names, title (when applicable)
- Mobile phone number, Email address
- Payment information
- Date of birth (applicable to children under the age of 12)
- Travel document information (applicable to specific points of departure/destinations)
- Nationality, gender, date of birth (applicable to specific points of departure/destinations)
- Destination contact information (applicable to specific points of departure/destinations)
- Destination address (applicable to specific points of departure/destinations)
- Region of residence (applicable to specific points of departure/destinations)
- Emergency contact (applicable to specific points of departure/destinations)

**Optional Information (May be requested based on the point of Departure / Destination):**

- Meal preferences (since preferable meal information is optional, you can still book online)
- Seat preferences (since preferable seat information is optional, you can still book online without this selected)
- Any frequent flyer programme information and membership number

Please note: unaccompanied young travellers under the age of 14 will need additional consent from a guardian for collection and use of their personal data. Please contact the reservation department in Seoul at +82 1644-8003 before checking in online.

5.7.2 In addition, we may provide your personal data to third parties in the following cases:

Name of Recipient	Items of Personal data Provided	Purpose of Use by Recipient	Period of Retention and Use by Recipient
AMADEUS IT GROUP, S.A	All information collected in booking	For managing passenger flight bookings	7 years
oneworld Alliance and other partner airlines (details available <a href="#">here</a> )	Name Frequent flyer programme information Booking and flight details	Points accrual	Until termination of contract
Asia Miles Limited	Name Date of birth Frequent flyer programme information	Asia Miles accrual	Until member account termination

	Booking and flight details		
TravelSky Technology Limited	All information collected in APP booking	For APP booking management in the reservation systems	7 years
Adyen	Payment information	For cash (non-miles) payment	7 years
Aviation authorities in the countries where CX operates	Advance passenger information	Legal/regulatory requirement	In accordance with applicable laws/regulations

6.6 The following clause shall be added to the Privacy Policy as section 7.4

#### 7.4 Methods and Process of Destruction of Personal data

We will destroy personal data without delay when either the purpose of processing has been achieved or the period of processing and retention has expired.

If it is required to continue to preserve personal data pursuant to other laws and regulations even though the retention period of the personal data consented by the data subject has expired or the purpose of processing such personal data has been achieved, the personal data shall be segregated to ensure that the purpose of processing will be limited accordingly.

The procedure and methods for destruction of personal data are as follows:

**Destruction Procedure:** We select the personal data subject to destruction and destroy them with the supervision of our Data Privacy Officer.

**Destruction Methods:** We permanently delete personal data stored in the form of an electronic file using a technical method that renders the record irrecoverable. For other records, printed materials, written documents or recording media, we destroy them by shredding or incinerating them.

6.7 The following clause shall be added to the Privacy Policy as section 2.3

#### 2.3. Information we collect when you book non-members' tickets

When booking non-members' tickets, we collect your personal data referred to in Sections 2 and 5.7.1 of the Privacy Policy, except for frequent flyer programme code, number and related information.

6.8 The following clause shall be added to Privacy Policy as section 5.8 of the Privacy Policy:

#### 5.8 Overseas transfer of personal data

We transfer or retain users personal data overseas as below. You are entitled to refuse to consent to the overseas transfer of your personal data. If you do not

consent to the overseas transfer, please contact [dpo@cathaypacific.com](mailto:dpo@cathaypacific.com). However, if you refuse to provide your consent, you may be restricted from using our services.

Name of recipient (Country to which personal data will be transferred/ Contact information of their respective person in charge of managing the personal data)	Items of personal data transferred overseas	Timing and method of transfer	Purpose of use by the recipient	Period of retention and use by recipient
AMADEUS IT GROUP, S.A (Germany/ <a href="mailto:dataprotection@amadeus.com">dataprotection@amadeus.com</a> )	All information collected in booking	Online transmission upon creation of booking	For managing passenger flight bookings	7 years
oneworld Alliance partners (Locations of airlines/ Contacts please refer to <a href="#">link</a> )	Name Frequent flyer programme information Booking and flight details	Online transmission upon creation of booking	Points accrual	Until termination of the contract
Asia Miles Limited (Hong Kong/ <a href="mailto:dpo@cathaypacific.com">dpo@cathaypacific.com</a> )	Name Date of birth Frequent flyer programme information Booking and flight details	Online transmission upon creation of member account and booking	Asia Miles accrual	Until member account termination
TravelSky Technology Limited (China/ <a href="mailto:helpdesk@travelsky.com">helpdesk@travelsky.com</a> )	All information collected in APP booking	Online transmission upon creation of booking	For APP booking management in the reservation system	7 years
Adyen (Netherlands/ <a href="mailto:dpo@adyen.com">dpo@adyen.com</a> )	Stored credit card information	Online transmission upon creation of payment	For cash (non-miles) payment	7 years
OpenJaw (Ireland, Data Centre : Singapore/ <a href="mailto:dpo@openjawtech.com">dpo@openjawtech.com</a> )	Flight, Hotel and experience itinerary	Online transmission upon creation of Cathay	For Cathay Holidays Booking, Redemption	7 years

	Traveller / guest and frequent flyer information	Holidays booking	& Amendments	
Salesforce (Marketing Cloud) (the US/ privacy@salesforce.com)	Member information such as name, contact mobile, email, miles balance, miles transaction, booking, consent	Online transmission upon creation of member account and communication	For member communication management	1 – 7 years e.g. booking data will be kept for 1 year, miles transaction will be kept for 3 years, member profile will be kept 7 years
Acoustic (Silverpop) (the US/ privacy@acoustic.com)	Passenger name Email Mobile number Member number	Online transmission upon creation of communication	For passenger communication	450 days
Novatti (Hong Kong/ privacy.officer@novatti.com)	Passenger name Member number	Online transmission upon change/update of member benefit	For retrieving member benefit entitlement	7 years
Go Logistics and Storage Company Limited (Hong Kong/ info@gols.com.hk)	Member name Contact number Postal address	Online transmission upon purchase	For product delivery	7 years
AWS (Singapore/ aws-korea-privacy@amazon.com)	Passenger information Member information	Online transmission upon member registration and update	For storage on cloud	7 years

CHAMP (Luxembourg/ dpo@champ.aero)	Cargo Airway Bill	Online transmission upon cargo shipment order creation and update	For managing cargo shipment	7 years
IBM (Australia/ <a href="https://www.ibm.com/privacy/portal/contact/us-en">https://www.ibm.com/privacy/portal/contact/us-en</a> )	Passenger information	Online transmission upon miles accrual/retro activities	For miles accrual/retro activities	7 years

*The South Korean Appendix was last updated on 17 November 2023. The South Korea Appendice applicable up to 21 November 2022 is available [here](#), and the version applicable from 22 November 2022 up to 17 November 2023 is available [here](#).*