

Privacy Notice for Customers and Travellers
(Last updated: 14 February 2025)

The purpose of this Privacy Notice (“**Privacy Notice**”) is to provide you detailed information about how Wizz Air group companies process your data, either about how you use our website at www.wizzair.com (“**Website**”) or mobile application (“**Mobile Application**”) (including using “**cookies**”) or if you make bookings with us (e.g. your booking information and travel patterns). The Privacy Notice helps you to better understand how we use your personal data and explains how we collect and use it for and with whom it is shared.

DATA CONTROLLER	<p>WIZZ Air Hungary Ltd. (seat: Lechner Ödön fasor 6., H-1095, Budapest, Hungary)</p> <p>Wizz Air UK Limited (seat: Percival House 134 Percival Way, London Luton Airport Roundabout, Luton, United Kingdom, LU2 9NU)</p> <p>Wizz Air Abu Dhabi LLC. (seat: Business Park 01, Plot P6, Office number 208, Abu Dhabi International Airport, Abu Dhabi, United Arab Emirates)</p> <p>Wizz Air Malta Limited (seat: Skyparks Business Centre, Level 2, Malta International Airport, LQA4000. Luqa, Malta)</p> <p>(each: “Wizz Air”, “we”, “our” or “us”, together as “Wizz Air Group Companies”)</p> <p>Each Wizz Air entity is treated as an individual data controller, meaning that each entity independently determines how and why personal data is processed. However, in some situations, multiple Wizz Air entities may collectively determine the purposes and means of processing personal data, thereby acting as joint data controllers. These instances are described in detail in the “Joint Controllers” section of this Privacy Notice.</p> <p>Our Website may contain links to third party websites. These linked websites are not under our control and are regulated by their own privacy policies. We are not responsible for the privacy practices of any such linked websites. Our Website use cookies and similar technologies. For more information read our Cookie Policy.</p>
DATA PROTECTION OFFICER	<p>To oversee and ensure adherence to applicable data protection laws across the organization, Wizz Air has appointed a Group Data Protection Officer. This role involves coordinating data protection efforts and ensuring that all entities comply with relevant regulations.</p> <p>If you have any further questions about the Privacy Notice or how we handle your personal data please contact us by sending your query to us through our webform by clicking here or by writing to our Data Protection Officer at Wizz Air Hungary Ltd., Lechner Ödön fasor 6., H-1095 Budapest (or data.protection@wizzair.com).</p>
EU/UK REPRESENTATIVE	<p>Considering its data processing activities Wizz Air UK Limited and Wizz Air Abu Dhabi LLC is subject to the GDPR and accordingly appointed Wizz Air Hungary Ltd. (seat: Lechner Ödön fasor 6., H-1095, Budapest, Hungary) as its EU representative.</p> <p>Considering their data processing activities Wizz Air Hungary Ltd. and Wizz Air Malta Limited are subjects to the UK GDPR and accordingly appointed Wizz Air UK Limited (seat: Main Terminal Building, London Luton Airport, Luton, United Kingdom, LU2 9LY) as their UK representative.</p>
JOINT CONTROLLERS	<p>In relation to the marketing related activities, the Wizz Air Group Companies are considered as joint data controllers, also in relation to the loyalty scheme and the provision of services related to Wizz Credits.</p>

	<p>The Wizz Air Group companies have signed a joint controller arrangement, which sets out their roles and responsibilities, in order to enable the exchange personal data in compliance with applicable laws. Wizz Air Hungary Ltd is responsible for taking care of your privacy related questions, queries or complaints. You can also contact our Data Protection Officer directly, if you wish. Irrespective of the terms of the arrangement, you may exercise your rights in respect of and against each of the joint data controllers. Wizz Air Hungary Ltd. is also responsible for providing you with information in relation to this processing (as set out in this Privacy Notice) and notifying the relevant supervisory authority in the event of a personal data breach. If you need more details regarding the joint controller arrangement, please contact us at data.protection@wizzair.com.</p>
<p>WHETHER YOU ARE OBLIGED TO PROVIDE THE PERSONAL DATA AND OF THE POSSIBLE CONSEQUENCES OF FAILURE TO PROVIDE SUCH DATA</p>	<p>Please be aware that if we need to perform a contract between you and us or provide you with our services or personalised offers, we will need your personal data. If you do not provide us with the requested personal data, we will not be able to provide you with all or parts of the services you have requested from us.</p> <p>We would like to draw your attention to the fact that the personal data you provide us with during the creation of your Wizz Account will be used for booking your flight as a passenger with us. This is why you should make sure that you provide us with correct personal data during the registration process that exactly matches your travel document that you use for travelling with us.</p>
<p>OUR LEGITIMATE INTERESTS</p>	<p>When we process personal data to meet our legitimate interests, we put in place robust safeguards to ensure that your privacy is protected. We only process your data based on our legitimate interests if they are not overridden by your interests or fundamental rights and freedoms. To assess this balance, we have prepared a Legitimate Interests Assessment (“LIA” – also known as “legitimate interest balancing test”), which evaluates the necessity of the processing and considers any potential impact on your privacy. We can provide each LIA upon request if you reach out to us via email at data.protection@wizzair.com.</p>

Purpose of data processing	Legal Basis	Categories of personal data processed	Retention Time
<p>Website and Mobile Application Operation: the processing of your data is essential for the regular operation of the Website and the Mobile Application.</p> <p>Your data, for example, helps maintain the technical functionality of the Website and the Mobile Application, including improving performance and ensuring compatibility with your device and browser.</p> <p>Additionally, the data processing supports the delivery of services you request, such as processing transactions or providing updates and notifications. It also enables us to identify and resolve issues, provide customer support, and enhance the reliability and security of the Website and the Mobile Application.</p> <p>When you download the Mobile Application, Apple Inc. (App Store) and Google Inc. (Google Play) act as independent data controllers.</p>	<p>The processing of your personal data is necessary for fulfilling our obligations under the Website Terms and Conditions related to the operation of the Website and the Mobile Application, pursuant to Article 6(1)(b) of the GDPR.</p> <p>We may also need to process your personal data based on our legitimate interest under Article 6(1)(f) of the GDPR. We have a legitimate interest in processing your data to provide you with the requested content.</p> <p>For example, by analysing which pages users visit and which documents they download, we can gain insights into user preferences and behavior. This helps us tailor the content and layout of the Website and the Mobile Application to better meet user needs.</p>	<p>Website Data: includes your browser type and version, operating system, the website from which you are visiting us (referrer URL), the webpages you visit on our Website, and any other information according to our Cookie Policy..</p> <p>Mobile Application Data: includes your email address, user ID, device ID (data linked to the Mobile Application user), usage data, and crash and performance data (data not linked to the Mobile Application user) , and any other information according to our Cookie Policy.</p> <p>Analytics data: includes logins, pages viewed, and documents downloaded.</p>	<p>According to our Cookie Policy.</p>

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<p>Wizz Air Account Management: to create and maintain your Wizz Account, identify you as a user, provide access to the services and features available to users, and manage your Wizz Credits. We can use your Wizz Account management data for (i) service delivery, flight booking, payment, and communication regarding your flight; and (ii) delivering third-party products and services to our customers as well.</p> <p>If you register your Wizz Air Account using a Facebook or Google account, the data controller for that registration will be Facebook or Google Inc. Wizz Air only has access to the username (email address) used for login with the respective service provider.</p>	<p>The processing of your personal data is necessary for fulfilling our obligations under the Wizz Account Terms and Conditions related to the management of the Wizz Air Account, pursuant to Article 6(1)(b) of the GDPR.</p>	<p>Account Identification Data: such as title, name, date of birth, gender, mobile phone number, email address, nationality (citizenship).</p> <p>Authentication Data: including your username, password, and any security information for logging in to your Wizz Air account.</p> <p>Wizz Credits Information: to manage and apply any Wizz Credits associated with your account, including your Wizz Credit balance.</p> <p>User Preferences and Settings: data regarding your preferences, communication settings, and service customizations.</p> <p>Transactional Data: to track and manage any transactions or bookings made via your Wizz Air account.</p> <p>Usage Data: information on your activity within the Wizz Air account, such as flight bookings, flight history, and customer support interactions.</p>	<p>We will retain your data from the fulfilment of the last contract with us, including the deletion of your Wizz Account. This retention period covers various purposes such as accounting records, investigating historical tax returns, and addressing any potential civil legal actions as follows:</p> <p>WIZZ Air Hungary Ltd.: 5 years</p> <p>Wizz Air UK Limited: 6 years</p> <p>Wizz Air Abu Dhabi LLC.: 7 years</p> <p>Wizz Air Malta Limited: 6 years</p>
<p>Service Delivery, Flight Booking, Payment, and Communication Regarding Your Flight.</p>	<p>The processing of your personal data is necessary for fulfilling our obligations under the General Conditions of Carriage of Passengers and Baggage related to the</p>	<p>Passenger Name Record (PNR) Data: includes the passenger's birth date, gender, name, nationality, resident country, travel document expiry date, travel document ID,</p>	<p>Your personal data will be retained for six years from the fulfillment of the contract concluded with us (i.e. deletion of your Wizz Account).</p>

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<ul style="list-style-type: none"> • Communications regarding the flight may include updates on flight status, schedule changes, baggage information, and safety instructions. • Carriage of passengers with special needs (e.g. safety of pregnant passengers). • Preparing a Limited Release Declaration form¹. • Preparing a form of indemnity for the accompanying passenger of children under 14 years². • Preparing a passenger waiver form³. • Preparing an immigration violation record⁴. 	<p>management of your booking, pursuant to Article 6(1)(b) of the GDPR.</p> <p>Additionally, if you are flying in relation to your relationship with the legal entity (e.g. as part of business travel), Wizz Air may process your data to ensure proper service delivery and communication related to the flight arrangements under Article 6(1)(f) of the GDPR. Wizz Air has a legitimate interest in maintaining business communication with contact persons of such legal entities, for example, if a contact person has reached out to Wizz Air with a question or complaint.</p> <p>We also process your personal data to comply with certain legal obligations pursuant to Article 6(1)(c) of the GDPR, such as obligations related to reimbursements, immigration laws, and air safety.</p>	<p>issuing country, travel document type, as well as the customer's name, nationality, and phone number (when the customer is different from the passenger).</p> <p>Service Provision Related Data: includes the passenger's name, nationality, gender, age group, passport or government-issued EU National ID card number and expiry date, special service request (SSR) codes for passengers needing assistance, provided amenities, phone number, email address, credit or bank card details (in accordance with Payment Card Industry Data Security Standards / PCI DSS, such as the last four digits of the credit card number, expiration date, and cardholder's name), flight details, confirmation number, date of birth, details of travel documents, destination, rush bag tag number,</p>	<p>We need to keep your personal data related to your flights (PNR) for five years, during which time we will pseudonymize the data after eighteen months from your flight with us.</p> <p>In the case of consent-based data processing, your personal data will be processed until the consent is withdrawn.</p>

¹ When a passenger checks in baggage that is damaged, oversized, or in poor condition, Wizz Air may require the passenger to sign a Limited Release Declaration. This form acknowledges that Wizz Air's liability for any loss or damage to the baggage is limited, protecting the airline from claims exceeding a specified amount.

² This form is required when a child under 14 is traveling unaccompanied or with someone other than a parent or legal guardian. The accompanying adult acknowledges responsibility for the child and releases Wizz Air from any related claims during the flight or at the airport.

³ This is a legal document passengers sign to acknowledge the risks associated with air travel and release Wizz Air from liability for specific incidents, such as personal injury or property damage. It ensures that passengers are informed of potential hazards and agree not to hold Wizz Air responsible for unforeseen events during the journey.

⁴ This record is used to document instances where a passenger violates immigration laws, such as lacking proper documentation or overstaying a visa. Wizz Air must keep accurate records of these violations to comply with international regulations and avoid penalties, including managing the consequences of inadmissible passengers (INADs), such as fines and repatriation costs.

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<ul style="list-style-type: none"> Preparing a passenger road transfer form⁵. 	<p>In the case of processing your special categories of personal data, we may rely on one of the following conditions pursuant to Article 9 of the GDPR: your explicit consent; or the requirement for processing to establish, exercise, or defend legal claims.</p>	<p>description and value of the baggage, baggage tag number, reservation code, signature, cancelled/delayed flight number, booking reference, new flight number, the services purchased.</p> <p>Injury Report Data: includes the passenger's name, flight number, place of the accident, passport or government-issued EU National ID card number, description of the event, whether the passenger is injured, type of injury, whether the passenger accepted the report, and the signature.</p> <p>Children Under 14 Indemnity Form Data: includes the name of the passenger under 14 years old, date of birth, passport or government-issued EU National ID card number, address, nationality, outbound flight number, outbound flight date, inbound flight number, inbound flight date, and the reservation code(s). Additionally, it includes the name and details of the accompanying passenger, such as date of birth, passport or government-issued EU National ID card number, address, nationality, outbound flight number,</p>	

⁵ This form documents arrangements for transporting passengers from the airport to their final destination when Wizz Air provides ground transportation services. It includes the passenger's name, flight information, and details of the road transfer, ensuring passengers are accounted for and their transportation needs are met efficiently and safely.

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		<p>outbound flight date, inbound flight number, inbound flight date, reservation code(s), and the signature of the accompanying passenger.</p> <p>Service Communication Data: includes the passenger's name, contact details (phone number, email address, postal address), flight data.</p> <p>Special Categories of Personal Data: in certain cases, we also process special categories of personal data, such as health-related information, for example, when you request special assistance from us or an airport operator (e.g., the provision of oxygen), or when you provide us with information about your fitness to fly (such as if you are pregnant or have allergy information) for safety reasons.</p>	
<p>Delivering Third-Party Products and Services to Our Customers</p> <p>For example:</p> <ul style="list-style-type: none"> • hotels • car hire and ground transportation services • airport parking 	<p>The processing of your personal data is necessary for fulfilling the obligations related to the offering and provision of third parties' services and products to you, pursuant to Article 6(1)(b) of the GDPR.</p>	<p>Third Party Services Data: includes the passenger's name, nationality, gender, phone number, email address, credit or bank card details, information on special care, flight details, confirmation number, date of birth, details of travel documents, and location data (including real-time geographic location from your computer or device through GPS, Bluetooth, and your IP address, as</p>	<p>We will retain your data from the fulfilment of the last contract with us, including the deletion of your Wizz Account. This retention period covers various purposes such as accounting records, investigating historical tax returns, and addressing any potential civil legal actions as follows:</p>

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<ul style="list-style-type: none"> • airport transfer • Wizz Credit Cards • partner services • travel insurance • eSIM data roaming • Delayed Baggage Protection, • WIZZ Experiences • WIZZ Shop & Fly <p>Please note that we do not have control over the services or products you may purchase from third parties, nor over how those third parties handle your personal data. For more information, we kindly recommend reviewing the relevant privacy notice provided by those third parties to understand how our responsibilities and roles related to the processing of your data are shared.</p>		<p>well as crowd-sourced Wi-Fi hotspot and cell tower locations, if you use location-based features and enable Location Services on your device and computer), and details regarding the specific services.</p>	<p>WIZZ Air Hungary Ltd.: 5 years Wizz Air UK Limited: 6 years Wizz Air Abu Dhabi LLC: 7 years Wizz Air Malta Limited: 6 years</p>
<p>Marketing Messages</p> <p>Marketing messages may include, for example, sending you newsletters through your preferred contact channel, helpful information and tips about the destination before departure, reduced flight prices,</p>	<p>The processing of your personal data is based on your consent provided to us, pursuant to Article 6(1)(a) of the GDPR.</p>	<p>Direct Marketing Communication Data: includes your name and contact details (phone number, email address), historical booking details, and any unfinished bookings, such as the selected starting point and destination, one-</p>	<p>Your personal data will be processed until the consent is withdrawn.</p> <p>According to our Cookie Policy.</p>

Purpose of data processing	Legal Basis	Categories of personal data processed	Retention Time
<p>and new routes. Additionally, we may conduct customer satisfaction surveys for analytical, quality improvement, and service development purposes, enhance the performance of our website, measure the success of our advertising campaigns, and tailor services to your needs.</p>		<p>way or return flight, departure and arrival times, number of passengers, selected fare type, total fare amount, newsletter subscription status, booking type (normal, Wizz Discount Club, group), selected services, and the language of the site or Wizz Air application.</p>	
<p>Personalised Marketing Messages</p> <p>Marketing messages may include, for example, sending you personalised newsletters through your preferred contact channel, helpful information and tips about the destination before departure, reduced flight prices, and new routes.</p> <p>Additionally, we may conduct customer satisfaction surveys for analytical, quality improvement, and service development purposes, enhance the performance of our website, measure the success of our advertising campaigns, and tailor services to your needs.</p> <p>Personalised recommendations can also be displayed to you on the screen of the checkout when making a purchase on our Website or Mobile Application.</p>	<p>The processing of your personal data is based on your consent provided to us, pursuant to Articles 6(1)(a) and 22(2)(c) of the GDPR.</p> <p>Personalised messages are essentially based on your interests, preferences and behaviours when searching for, selecting, and purchasing our products or services (profiling).</p> <p>You may unsubscribe from personalised marketing (advertising) messages at any time. This does not affect the lawfulness of the processing prior to unsubscribing.</p>	<p>Personalised Direct Marketing Communication Data: includes your name, date of birth, Wizz Account number and balance, contact information (e-mail address, phone number and address), booking history (passenger name record (PNR), previous flight status, booking date, route, departure date, class of service, number of bags, purchased ancillary products and disrupted flight status), travel history (your last flight with us, total flights with us, average flight duration and travel frequency), financial data (your total spend on tickets this year, payment method and loyalty miles balance), behavioural data (previous Website and Mobile Application visits in total and the last visits, your search queries on our Website, the rate of you opening our e-mail and push notifications, interactions on the Website and Mobile Application), loyalty program information (whether you are a member of our loyalty program, the tier, membership start</p>	<p>Your personal data will be processed until the consent is withdrawn.</p> <p>According to our Cookie Policy.</p>

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		<p>date and any linked accounts), your preferences and interests (preferred routes and seats and special requests), your feedback for previous customer care services (your last customer care contact date, whether you have an active customer care case open, previous complaints and requests, your preferred communication channel and the rating of your last flight), marketing engagement (campaigns you previously participated in, segments and offers you previously accepted), device information (device type, operating system and the channel you first used to contact us), data on family and travel companions (marital status, information on your companions and linked bookings), data and ratings regarding the purchase of services of third party service providers (e.g. hotels, airport parking etc.).</p>	
<p>Cart Abandonment Emails</p> <p>If a customer logs in, starts a booking on our website, and reaches at least the seat selection page, but then exits, we send an email informing them that the booking has not been completed. This email is repeated twice if the booking has not been finalized in the meantime. The booking</p>	<p>We may need to process your personal data based on our legitimate interest under Article 6(1)(f) of the GDPR. By sending the "Cart Abandonment Email," we seek to remind the customers about their incomplete booking and encourage them to finalize it, potentially leading to an increased business revenue.</p>	<p>Information regarding the incomplete booking.</p>	<p>After sending the third email, the data will be deleted if the customer has not completed the booking.</p>

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<p>date must be at least 8 days in the future (if the date is closer, no email will be sent).</p> <p>These emails are sent through the Airship system.</p>			
<p>Use of Google Advanced Consent Mode ("Advanced GCM" - an ad optimisation system provided by Google on the Website and the Mobile Application) in cases where users have declined to consent to the placement of GA and/or Google Ads cookies.</p> <p>In such cases, users' preferences result in more limited insights into their online behavior within digital marketing and remarketing. (Remarketing is a digital marketing strategy that targets users who have previously visited a website or interacted with a brand in some way. During this process, Google and its advertising partners display relevant ads to these users on the online platforms they visit, encouraging them to return. For example, if users browse a specific travel route, they may later see ads about that city on our Website and Google's advertising partners' websites while browsing.)</p> <p>As a result of users not consenting to the placement of GA/Google Ads cookies, personalised digital marketing becomes less accurate and is less likely to reach the</p>	<p>We may need to process your personal data based on our legitimate interest under Article 6(1)(f) of the GDPR because Advanced GCM offers two main advantages for us:</p> <p>Optimisation of our digital advertising strategy:</p> <p>Advanced GCM (i) compensates for the information gaps resulting from some users not granting consent for GA and Google Ads cookies; and (ii) provides insights into typical browsing behavior patterns. This is essential to understanding which ads meet our expectations and which do not, and helps that digital ads are more likely to reach the right target audience.</p> <p>Enhancing the user experience:</p> <p>Advanced GCM supports us to design the Website and the Mobile Application in a user-centric manner by enabling a deeper analysis of user behavior (e.g. where users spend the most time, which elements of the are most effective in engaging users</p>	<p>The nature of personal data processed through Advanced GCM includes information related to user consent as well as certain hashed (pseudonymised) data used for analytics and remarketing purposes.</p> <p>The key data includes "cookieless pings". If users decline to consent to the placement of GA and Google Ads cookies, Advanced GCM sends cookieless pings to Google. These pings may include the following: (i) functional information - timestamp, user agent (a part of the HTTP header), and the referrer URL (the URL of the previous webpage from which the user clicked a link to reach the active webpage); (ii) consent status information: whether the user has granted or denied consent for the placement of GA and Google Ads cookies; and (iii) in certain cases, hashed or pseudonymized browsing data and other identifiers, including information on whether a "conversion" has occurred.</p>	<p>Until the user indicates their intention to opt out of the use of Advanced GCM.</p> <p>User opt-out requests are assessed on a case-by-case basis, and we strive to:</p> <ul style="list-style-type: none"> i) enable users to opt out of Advanced GCM, and ii) cease data processing when it may conflict with users' reasonable expectations regarding control over their personal data. <p>You can find more information on how Advanced GCM works:</p> <p>https://developers.google.com/tag-platform/security/concepts/consent-mode</p> <p>https://support.google.com/google-ads/answer/10000067?hl=en.</p>

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<p>right audience. Advanced GCM compensates for this loss of information by (i) collecting pseudonymised browsing data from users who have not consented to the placement of GA and/or Google Ads cookies and (ii) using this information for “conversion” modeling. (“Conversion” refers to the successful engagement of users - when someone sees an ad or a call to action online and then completes the desired actions set by the website operator.)</p>	<p>prioritising user-friendly navigation - to help users easily find information and complete browsing actions).</p>	<p>The source of the information provided by Google regarding the creation of cookieless pings: https://support.google.com/analytics/answer/13802165?hl=en.</p>	
<p>Security and Operational Safety</p> <p>For example:</p> <ul style="list-style-type: none"> • Security Screening: screening of passengers and their belongings to detect and prevent potential security threats, such as weapons, explosives, or other prohibited items.⁶ • Access Control: enforcing access control measures to restrict unauthorized entry into secure areas of airports and the aircraft. • Incident Reporting and Investigation: reporting, investigating, and analyzing suspicious events and security 	<p>We process your personal data to comply with certain aviation regulations pursuant to Article 6(1)(c) of the GDPR. Airlines and airports are required to comply with national and international aviation security laws, including the EU Regulation 2018/1139, which mandates security measures for air travel.</p> <p>For example:</p> <ul style="list-style-type: none"> • Protecting passengers from potential threats and ensuring a safe travel environment. • Identifying and mitigating risks associated with security incidents to prevent harm and ensure smooth operations. 	<p>Security and Operational Safety Data: includes passenger name, address, phone number, booking and transaction history, credit/debit card details, claim and complaint related data.</p> <p>Immigration Violation Record Data: includes passenger name, flight number, arrived from, inbound reservation code, outbound reservation code, reason for refusal.</p> <p>Disruptive Passenger Report Data: includes passenger name, reservation code, flight number, route, incident details, reasons of refusal, description of complaint.</p>	<p>6 years from the date of the ticket purchase).</p> <p>If legal proceedings are instituted during the enforcement of a legal claim, Wizz Air will process the personal data until the final conclusion of those proceedings.</p> <p>The official documents generated will be retained by Wizz Air in accordance with the applicable document retention rules.</p>

⁶ This includes passenger identification verification, screening of carry-on and checked baggage using X-ray machines and metal detectors and physical pat-downs and additional screening for selected passengers.

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<p>incidents. This data helps identify trends, assess risks, and implement corrective actions to prevent future incidents.</p>	<ul style="list-style-type: none"> • Streamlining security processes to enhance overall operational performance and customer trust. • Refusing booking or boarding to passengers who pose a security risk, ensuring the safety and well-being of all passengers and crew. <p>In the case of processing your special categories of personal data, we may rely on one of the following conditions pursuant to Article 9 of the GDPR: the requirement for processing to establish, exercise, or defend legal claims.</p>	<p>Reports or records of suspicious activities, incidents, or safety violations</p> <p>CCTV footage or video recordings of passengers, particularly in secure areas (e.g. boarding gates, baggage claim)</p> <p>Access Control Data: includes records of access to restricted areas (e.g. boarding gates, aircraft cabins), and data related to security badges or identification used to grant access.</p> <p>Communication Data: includes emails, messages, or communication logs related to security incidents or operational safety.</p> <p>In certain cases, we also need to process special categories of personal data related to security and operational safety. For example, this may include health-related information if you pose a risk to others' safety (e.g., if you display symptoms of a contagious illness) or in situations where specific medical conditions need to be considered for evacuation procedures. We may also process information related to mental health conditions if it affects</p>	

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		in-flight behavior, ensuring the safety of the flight and other passengers.	
<p>No-Fly List</p> <p>Wizz Air Group may place individuals on its No-Fly list and reject the use of the Wizz Air services for 12 months who are not compliant with Wizz Air's General Conditions of Carriage of Passengers and Baggage, including fraudsters and/or those caused security incidents at any Wizz Air flights.</p>	<p>We may need to process your personal data based on our legitimate interest under Article 6(1)(f) of the GDPR.</p> <p>Legitimate interests include:</p> <p>Ensuring passenger and flight safety: the primary purpose is to protect passengers, crew, and aircraft from potential threats, including individuals involved in disruptive or dangerous activities, or security incidents.</p> <p>Fraud prevention: the No-Fly List can help prevent individuals involved in fraudulent activities. Examples of fraud linked to the operation of airlines include ticket scams, false claims and payment fraud. Wizz Air itself processes around 200 inquiries a month from public authorities regarding fraud and crime.</p> <p>Enforcing compliance with the General Conditions of Carriage of Passengers and Baggage: by managing the No-Fly List, Wizz Air can ensure that passengers comply with these Conditions. Those who violate</p>	<p>Identification Information: includes full name, date of birth, nationality, passport or national ID number, and other identity verification details.</p> <p>Travel Data: details of past or future flight bookings, including flight dates, flight numbers, destinations, booking references, and seating information.</p> <p>Behavioral Data: information regarding any incidents involving the individual, including security incidents, disruptive behavior, or violations of Wizz Air's General Conditions of Carriage of Passengers and Baggage.</p> <p>Communication Records: correspondence related to incidents or breaches of policy, such as emails or other forms of communication.</p> <p>Legal and Compliance Data: data regarding actions taken, including the rejection of service, placement on the No-Fly list, and any legal processes related to security incidents or fraud investigations.</p>	<p>After 12 months, a risk assessment is conducted, and the ban can either be renewed for an additional 12 months or lifted. In special cases where the passenger continues to fail to comply with the Conditions after the extension, Wizz Air reserves the right to extend the No-Fly List for additional periods of 12 months, until the passenger complies with the General Conditions of Carriage of Passengers and Baggage. When Wizz Air decides to put a passenger on the No-Fly List, Wizz Air will provide information to the passenger and also when the passenger will be removed from the No-Fly List after 12 months or remain on the No-Fly List for another 12 months. For each extension, Wizz Air will inform the passenger concerned and provide the reasons based on the circumstances assessed.</p>

Purpose of data processing	Legal Basis	Categories of personal data processed	Retention Time
	<p>these Conditions, e.g. causing disturbances or refusing to follow security protocols, can be barred from using Wizz Air's services.</p> <p>Risk management and mitigation: the No-Fly List allows Wizz Air to assess and manage risks associated with individuals who may pose a security or operational threat. This could include passengers with a history of violent behavior, threats, or actions that endanger flight operations.</p> <p>Maintaining reputation and customer trust: by actively managing the No-Fly List, Wizz Air can maintain a safe and reliable service, ensuring customer trust and protecting the reputation of Wizz Air from incidents that could arise from non-compliant or dangerous passengers.</p>		
<p>Securing General Legal Compliance: to comply with mandatory provisions of applicable laws, such as for taxation (especially relating to issuing and retaining invoices) accounting, billing, audit, consumer protection, or public health-related purposes.</p>	<p>We process your personal data based on our legal obligations pursuant to Article 6 (1) (c) of the GDPR.</p> <p>Such legal obligations may include:</p> <p>Taxation and Accounting:</p> <p>Retention of invoices and financial records.</p>	<p>Taxation and Accounting</p> <p>Name and contact details (e.g. phone number, email address)</p> <p>Billing and payment information (e.g. credit card details, transaction history, invoice data)</p> <p>Consumer Protection</p>	<p>Retention periods are determined by various local laws, which may specify different durations; the precise retention period applicable in a given country is available upon request if you reach out to us via email at data.protection@wizzair.com.</p>

Purpose of data processing	Legal Basis	Categories of personal data processed	Retention Time
	<p>Compliance with tax laws - e.g. VAT, corporate tax.</p> <p>Submission of financial statements to regulatory bodies.</p> <p>Consumer Protection:</p> <p>Ensuring compliance with consumer rights legislation (e.g. compensation for delays, cancellations, or denied boarding).</p> <p>Retention of booking and transaction details to manage disputes.</p> <p>Public Health:</p> <p>Complying with requirements for infectious disease control, including COVID-19 contact tracing or public health notifications.</p>	<p>Passenger details (e.g. name, contact information, booking reference, flight details)</p> <p>Complaint or claim data (e.g. refund requests, compensation claims, communications, supporting documents and records of consumer complaints)</p> <p>Any transactional data and related to purchases, refunds, and disputes</p> <p>Public Health</p> <p>Health-related declarations (e.g. vaccination status, COVID-19 test results)</p> <p>Contact tracing information (e.g. phone number, address, emergency contact)</p>	
<p>Establishing, enforcing and defending legal claims relating to the operations of Wizz Air.</p>	<p>We may need to process your personal data based on our legitimate interest under Article 6(1)(f) of the GDPR.</p> <p>Wizz Air has a legitimate interest in taking legal action if its rights are violated or compromised. This legitimate interest also extends to</p>	<p>All data defined in the previous processing purposes, particularly the data necessary for exercising legal claims or defending a specific case.</p>	<p>Wizz Air will process the data until the preparation of any legal action and the actual enforcement of the claim.</p> <p>If legal proceedings are instituted during the enforcement of a legal claim, Wizz Air will process the personal data until the final conclusion of those proceedings.</p>

Purpose of data processing	Legal Basis	Categories of personal data processed	Retention Time
	Wizz Air's ability to successfully defend itself in any litigation or regulatory proceedings.		The official documents generated will be retained by Wizz Air in accordance with the applicable document retention rules.
<p>Providing Customer Care Services</p> <p>The purpose of processing your personal data is to manage your questions and inquiries. We record calls made with our Customer Care team to protect and verify verbal commitments. This supports resolving issues more effectively, improving customer relationships, and ensuring compliance with obligations. It also helps prevent misunderstandings or disputes by having a clear record of communication, ultimately benefiting both parties and enhancing service quality.</p>	<p>The processing of call recordings is based on your consent provided to us, pursuant to Article 6(1)(a) of the GDPR.</p> <p>Managing and documenting inquiries is based on GDPR Article 6(1)(b) - we process your personal data based on the necessity to perform our obligations in relation to our customer care services.</p>	<p>In addition to call recordings, other Customer Care Services Data may include:</p> <p>Inquiry details: includes a description of the issue raised by the customer.</p> <p>Customer information: includes the name, contact details, reservation details, and any other information regarding the customer, which is available for Wizz Air and relevant for the inquiry.</p> <p>Communication history: includes records of prior interactions regarding the inquiry, including emails, chat logs, or letters.</p> <p>Resolution records: includes notes on how the inquiry was addressed, actions taken, and outcomes.</p> <p>Follow-up actions: any follow-up communications or resolutions provided to the customer.</p> <p>Feedback data: customer responses or feedback regarding the inquiry management process.</p>	<p>Wizz Air is required to retain a record of consumer complaints and a copy of the reply for 3 years under Section 17/A(7) of the Consumer Protection Act.</p>

WHO MAY
ACCESS TO
YOUR DATA?

We disclose your personal data to the following categories of third parties (recipients) for the purposes described below:

- **Wizz Air Group:** Wizz Air Group companies exchange certain information internally at different group levels (e.g. worldwide, regional, and local) for different purposes (e.g. for flight administration, intra-group communication, customer and business partner administration). For example, we share your personal data within the Wizz Air Group as far as such is necessary to provide the services you have purchased from us or to facilitate the purchase of third parties' services or products on our website, via our mobile application or through our call centre.

Such an exchange of information involves Intra-Group Data Transfers of personal data between Wizz Air Group entities located in different countries inside and outside the European Union / European Economic Area (EU/EEA).

For more information about Wizz Air Group, please click [here](#).

- **Wizz Air Service Providers:** Wizz Air engages certain third parties to provide assistance during the performance of the services bought from us. Such third parties provide the following services:
 - ground handling services at airports;
 - payment processing services;
 - Adyen
 - running loyalty schemes;
 - Caravelo
 - marketing agencies;
 - provision of IT support services;
 - 4IG
 - provision of certain services at the airports, such as sale of tickets, services related to baggage, priority boarding, flight changes;
 - accounting firms;
 - KPMG
 - provision of customer care services;
 - [CCIG](#)
 - [CGS](#)
 - [Callboxes](#)
 - [Simply](#)
 - third parties, such as law firms or service providers;
- **Delivering Third-Party Products and Services to Our Customers:** When you purchase the service of a third party service provider on our website, in our application or via our call centre (e.g. you order transport service or any related activities) we will transfer your personal data to the respective service provider to facilitate the purchase and to perform the service you ordered from us.

Furthermore, we also receive information about you from third parties, for instance when you participate in a loyalty programme of such third party service provider.

- **Government authorities and enforcement bodies:** We transfer your personal data to government authorities or enforcement bodies, such as the police and regulatory authorities, upon their request and only as required by applicable law, or to protect our rights or the safety of our customers, staff, and assets.

	<ul style="list-style-type: none"> • Border police and immigration authorities: In certain countries, Wizz Air is required by law to give border control agencies access to booking and travel information. Therefore, we disclose any information we hold about you and your travel arrangements to the customs and immigration authorities of your place of departure or your destination or to the local Passenger Information Unit. In addition, applicable laws in certain countries require Wizz Air to collect passport and associated information for all passengers prior to travel to or from those countries. When required by applicable law, Wizz Air will provide this information to the relevant customs and immigration authorities. Under Directive (EU) 2016/681 of the European Parliament and of the Council of 27 April 2016 on the use of passenger name record (PNR) data for the prevention, detection, investigation and prosecution of terrorist offences and serious crime (and equivalent legislation in the UK if applicable) Wizz Air must forward your travel information for the Passenger Information Unit of the Member State where you are travelling to
<p>TRANSFER OF YOUR PERSONAL DATA OUTSIDE OF THE EUROPEAN ECONOMIC AREA AND THE UK</p>	<p>The transfer of your personal data outside of the European Economic Area (and, in respect of personal data originating in the UK, outside of the UK) is necessary to provide you with a service that you have requested, and your personal data may be accessed by Wizz Air Group members and data processors and service providers from countries that do not provide the same level of data protection as provided in the UK/European Economic Area. Wizz Air takes appropriate measures, which in relation to the recipients of your personal data, is necessary to ensure an adequate level of protection as defined by the applicable data protection law, in particular through the application of the Standard Contractual Clauses or by an adequacy decision of the European Commission (or for personal data originating in the UK, an adequacy decision of the UK Secretary of State) which states that the country in which the recipient of the transferred personal data provides an adequate level of data protection. Standard Contractual Clauses applied by Wizz Air are available upon request if you reach out to us via email at data.protection@wizzair.com.</p> <p>On the website among the origins and destinations, you can find the third countries where your personal data may be transferred, or where it may be accessed from, based on your travel destination and the service providers we use to perform our services. These currently include Albania, Armenia, Azerbaijan, Bosnia and Herzegovina, Egypt, Georgia, Iraq, Israel, Jordan, Kazakhstan, Kosovo, Kuwait, Kyrgyzstan, Maldives, Moldova, Montenegro, Morocco, North Macedonia, Oman, Saudi Arabia, Serbia, Switzerland, Turkey, United Arab Emirates, the United Kingdom and Uzbekistan.</p> <p>When using Advanced GCM, personal data is transferred to Google LLC, headquartered at 1600 Amphitheatre Parkway, Mountain View, CA 94043, California, United States. The protection of personal data transferred to Google LLC is ensured through Google LLC's compliance with the "Data Privacy Framework" certification, in accordance with the adequacy decision adopted under Article 45 of the GDPR by the European Commission's Implementing Decision C(2023) 4745 of July 10, 2023. For more information, visit: https://www.dataprivacyframework.gov/list.</p>
<p>YOUR DATA PROTECTION RIGHTS</p>	<p>You are entitled to exercise your rights indicated below:</p> <ul style="list-style-type: none"> (i) Right of access: You have the right to request confirmation from us about whether we are processing your personal data. If we are, you can access the following information: the purposes, types of data, recipients of your data (including those in other countries or international organizations), how long your data will be stored, and your rights to rectify, erase, or restrict processing. You can also learn about the source of your data, automated decision-making (if applicable), and any safeguards in place for international transfers. You can request a copy of your data, with additional copies subject to a reasonable fee.

	<p>(ii) <u>Right to rectification</u>: We are required to rectify inaccurate personal data, or to complete personal data that is incomplete. For more information in relation to our rules of name change correction, please click here.</p> <p>(iii) <u>Right to erasure (right to be forgotten)</u>: We are in some circumstances required to erase personal data on request by the data subject. This may be the case if you withdraw your consent to Wizz Air sending you marketing communications and newsletters. This may also be the case if you object to the processing of your personal data for any reason relating to your situation, and we may not be able to demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or we may not continue processing your personal data with the purpose of establishing, exercising or defending legal claims.</p> <p>(iv) <u>Right to restriction of processing</u>: We are in some circumstances required to restrict our use of personal data on request by the person concerned. In such cases, we may only use the data for certain limited purposes set out by the law. This may be the case if you contest the accuracy of your personal data processed by Wizz Air, for a period enabling Wizz Air to verify the accuracy of your personal data. This may also be the case if you have objected to the processing of your personal data, pending the verification whether Wizz Air may continue processing your personal data with the purpose of establishing, exercising or defending legal claims.</p> <p>(v) <u>Right to data portability</u>: You have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller without hindrance from us, where: (a) the processing is based on consent or on a contract, and the processing is carried out by automated means. In exercising your right to data portability, you have the right to have the personal data transmitted directly from one controller to another, where technically feasible.</p> <p>(vi) <u>Right to object</u>:</p> <div data-bbox="416 1263 1385 1480" style="border: 1px solid black; padding: 5px;"> <p>You have the right to object to the processing of your personal data, on grounds relating to your particular situation, at any time to processing of personal data concerning you which is based on legitimate interest. We shall no longer process the personal data unless we demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms or for the establishment, exercise or defence of legal claims.</p> </div> <p>When the processing of your personal data is based on your consent (e.g. in case of Wizz Air sending marketing communications and newsletters), you can withdraw your consent at any time without giving any reason to us, free of charge. The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.</p> <p>If you withdraw your explicit consent or do not provide the explicit consent for the use of your special categories of personal data, as outlined in this Privacy Notice, we may not be able to provide all or parts of the services you have requested from us. Please note that in these circumstances you will not be able to cancel or obtain a refund of any fees you have paid.</p>
HOW TO SUBMIT DATA PROTECTION REQUESTS	If you would like to exercise your data protection related rights, you can submit your request to data.protection@wizzair.com or after logging in into your Wizz Account under HERE .
CONTACTING DATA	If you consider that your privacy and data protection rights have been infringed, you may contact the competent data protection authority.

**PROTECTION
AUTHORITIES**

In case of Wizz Air Hungary the Hungarian National Data Protection and Freedom of Information Agency (Nemzeti Adatvédelmi és Információszabadság Hatóság – NAIH; seat: H-1055 Budapest, Falk Miksa u. 9-11.; website: www.naih.hu; phone: +36-1-391-1400; email address: ugyfelszolgalat@naih.hu; fax: +36 1 391 1410) is the lead supervisory authority under the GDPR.

You can also contact the competent data protection regulatory authority located in the European Union's relevant Member State where your habitual residence, place of work or place of the alleged infringement is. The contact details of supervisory authorities within the EU can be found here: https://edpb.europa.eu/about-edpb/about-edpb/members_en.

The Information Commissioner's Office (ICO) is the supervisory authority in the UK and can provide further information about your rights and our obligations in relation to your personal data, as well as deal with any complaints that you have about our processing of your personal data in connection with UK GDPR. The ICO can be contacted by phone: 0303 123 1113; or post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.