

## How long we keep your Information for

We will store your personal information for as long as is reasonably necessary for the purposes for which it was collected, as explained in this statement. In specific circumstances we may store your personal information for longer periods of time so that we have an accurate record of your dealings with us in the event of any complaints or challenges, or if we reasonably believe there is a prospect of litigation relating to your personal information or dealings. In such circumstances we may need to store your personal information for longer periods of time, for instance where we are required to do so in accordance with legal, regulatory, tax, accounting requirements.

| Personal Information                                                                                                                                                                                                                                                                                                   | Legal Basis for Retention                                                                      | Retention Period |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------|
| Flight information (email address, telephone number, address, date of birth, name, next of kin details, bank account details, credit card expiry date, credit card number, <u>health/medical information</u> , religion, PNR and ticket number, flight details, <u>passport details</u> , loyalty number and similar). | European Regulation 261/2004 and applicable EU Member State Laws                               | <u>10 years</u>  |
| Correspondence with Etihad, reports that may contain personal information such as name, date of birth, photograph, ticket number, <u>health/medical information</u> , bank account details, loyalty account number, <u>passport details</u> , email address, PNR, phone number, address, flight details                | European Regulation 261/2004 and applicable EU Member State Laws                               | <u>10 years</u>  |
| Personal information processed for marketing purposes (email and name)                                                                                                                                                                                                                                                 | Internal requirement / as long as there is a need/legal basis to send marketing communications | <u>6 months</u>  |
| Accounting information (PNR information, ticket information, Etihad Guest number, date of birth, credit card expiry date, credit card number, name)                                                                                                                                                                    | European Regulation 261/2004 and applicable EU Member State Laws                               | <u>10 years</u>  |