

## **Privacy Policy**

We respect the privacy of everyone who visits this Website (“User”). The confidentiality and protection of your sensitive personal information is important to us. This Privacy Policy (“Policy”) tells you how we collect and use personal information collected by us.

All the statements in this Policy apply to all Users, and all Users are therefore required to read and understand this Policy set out herein prior to submitting any sensitive personal data or information to the Website. By submitting your personal data to us, you will be treated as having given your consent for disclosures referred to in this policy.

It is agreed by you that all the information provided to us by you, including sensitive personal information, is voluntary. You understand that we may use certain information of yours, which has been designated as ‘sensitive personal data or information’, (a) for the purpose of providing you Services (if availed) and (b) for research, statistical analysis and business intelligence purposes in order to improve our services.

### **What this Privacy Policy Covers**

This privacy policy covers the use and treatment of your personal information which is collected through or in connection with this site.

For the purposes of this policy, "this site" means the official website of AILREA.

### **Information Collection and Use**

AILREA, its Managing committee members, employees and certain third party vendors are required to collect certain information (which may include sensitive personal information) from you to assist us in our relationship with you. We collect information that you provide us when you use our services or otherwise interact with us. Some of the ways you may provide information to us include: by filling in details on the website while registering with us, by E-mail, by phone call or any other mode of communication.

### **Personal & Non-Personal Information**

At times we may request that you supply us with "Personal Information". Generally, this information is requested when you want us to provide you with information or a service or to determine your eligibility to avail the services offered. We may gather the following information: Name; address; E-mail address; mobile phone number/ telephone number; date of birth; gender; Air India Staff Number / SAP staff number; Air India Retired ID Card / 'Passage & Medical Booklet' copies; department; name of spouse; date of birth of spouse; emergency contact details; financial details for making payment for the products or services you have opted for etc.

Among the aforementioned Personal Information, the following will be considered as “Sensitive Personal Data or Information”:

- a. Passwords.
- b. Financial information such as Bank account or credit card or debit card or other payment instrument details.

You must ensure that you only submit to us information which is accurate and not misleading and you must inform us of any changes. AILREA shall not be liable for any information provided by you, nor for any error and/or omissions and/or inaccuracy with regard to information so provided. In addition, AILREA shall not be liable for any loss or damages sustained by reason of such availability of information whether intentionally or inadvertently. AILREA makes no guarantees as to the validity, accuracy or legal status of any information provided by you.

Information that is freely available in the public domain or accessible under the Right to Information Act, 2005 or any other law will not be regarded as personal information or sensitive personal data or information.

Other than this, information sent by your web browser known as a cookie, may be automatically collected. We may store some information such as cookies on your Device when you access our Website. Cookies are text files containing small amounts of information which we download onto your Device when you

visit our Website for recordkeeping purposes. This information typically includes the domain name (the site after the @ in your e-mail address). It may also contain your user name (the name before the @ in your e-mail address). Other examples of information collected by our server include the Internet Protocol (IP) address used to connect the visitor's computer to the Internet, operating system and platform, the average time spent on our Website, pages viewed, information searched for, access times, Websites or applications visited before and after a visitor visits our Website, and other relevant statistics. The amount of information sent depends on the settings you have on your web browser. Please refer to your browser if you want to learn what information it sends.

We can recognize these cookies on subsequent visits and they allow us to remember you. We may use cookies to:

- Analyse our web traffic using analytics package. Aggregated usage data helps us improve the website structure, design, content and functions; Identify whether you are signed in to our website. Test content on our Website;
- Store information about your preferences;  
and
- To recognize when you return to our website.

A few important things you should know about our use of Cookies: We use both session and persistent Cookies. Session Cookies expire and no longer

have any effect when you close your browser. Persistent Cookies remain on your Device until you erase them or they expire; You are always free to decline Cookies if your web browser permits, although doing so may interfere with your use of our Website. Refer to the help section of your browser, browser extensions, or installed applications for instructions on blocking, deleting, or disabling Cookies;

We encode and protect our Cookies so that only we can interpret the information stored in them;

Cookies do not provide us with access to your computer or any information about you, other than that which you choose to share with us.

You may encounter Cookies from third parties, known as service providers, that we have allowed on our site that assist us with various aspects of our web site operations and services.

If you want to find out more information about cookies, go to <http://www.allaboutcookies.org> or to find out about removing them from your browser, go to <http://www.allaboutcookies.org/managecookies/index.html>.

Information that does not personally identify the Users as an individual, such as anonymized information, User patterns of utilization and other non-personal information collected by AILREA is exclusively owned by AILREA. you may modify and delete any such Personal Information at any time by informing AILREA on [connect@ailrea.com](mailto:connect@ailrea.com). Further, you may enquire whether we are in possession of any of your Personal Information by writing to us at [connect@ailrea.com](mailto:connect@ailrea.com). You may also instruct us to delete and destroy your

Personal Information. This will result in an end to your membership/association with us and will lead to the deletion of your account with us.

### **Telephone Contact**

Notwithstanding your registration with 'do not disturb' or 'do no call' services, by sharing your telephone number and email address on the Website you are authorizing ALLREA, its employees and its representatives, to get in touch with you by sending you emails or calling you to inform you regarding the services offered on the Website which we may feel are suitable for your needs.

We may record your calls, e-mails or other communications with us. If you are unable to provide the information we need we may not be able to provide you with the service, you have requested.

The Website may keep records of electronic communications received and made in relation to the services or other purposes for the purpose of administration of our services, customer support, research and development and for better provision of the services.

### **Use of your information**

The Personal Information collected by us is used:

- to process applications submitted by you through the online or offline process available on this Website,

- to enable you to avail any of the services provided by us
- to respond to the queries and/or process requests submitted by you and sharing your information with all entities associated with providing sales, technical, legal and accounting support on behalf of AILREA.com and other third parties, in relation to any of our services provided to you or any other information sought by you to contact you in relation to any of our services offered on our Website
- to seek your feedback or to contact you in relation to those services offered on our Website to process your requests on the Website and any possible later claims,
- to contact you regarding any new services we may offer
- to provide information or interactive services through this Website or any other online or offline means. We may from time to time send you updates and other information about us, our Website, our newsletters, our services & promotions.
- to improve our business operations and to communicate about our services and businesses to provide information regarding our services and this Website, to your email address or, where you wish it to be sent by post, to your name and postal address,
- to meet our obligations in relation to any agreement you have with us,
- to resolve problems in relation to any services supplied to you that may complement your needs.

### **How long do we keep your information?**

We will only keep your information for as long as we are either required to by law or as is relevant for the purposes for which it was collected. After a period of time, your data may be anonymized and aggregated, and then may be held by us as long as necessary for us to provide our services effectively, but our use of the anonymized data will be solely for analytic purposes.

### **Information Sharing and Disclosure**

All our Committee Members, employees, agents and data processors, who have access to, and are associated with the processing of sensitive personal data or information, are obliged to respect the confidentiality of every Users' sensitive personal data and information. AILREA, its board members, employees, data processors, agents etc. will not sell/share your personally identifiable information with any third party save and except with the consent of the User. Users who sign up for our services agree to allow us to share their personal information with the insurance broker, TPA and the Group Insurance Company.

This policy does not create a bar to our obligation to share your information with law enforcement, governmental agencies, or authorized third-parties, in response to a verified request relating to a criminal investigation or alleged illegal activity or any other activity that may expose us, you, or any other stakeholder of AILREA to legal liability.

We may also disclose your information: (i) if required to do so under any law for the time being in force, or required to do so under any order, decree or award passed by any Court, Tribunal or any statutory authority; (ii) to protect against the occurrence of, or prevent actual or potential, any fraud, hacking, malware attack or unauthorized transactions or for investigating any of the aforesaid activity which has already taken place.

### **Links to Third Party Websites**

This Website may contain links to sites outside the AILREA Website. AILREA is not responsible for the privacy practices, content, authentic nature or safety of such other websites.

Please note that we have no control over websites outside the domain. If you provide information to a website to which we link, we are not responsible for its protection and privacy. Please read the Privacy Policy of the third party website before you continue to use the same.

### **Commitment to Information Security**

We will take appropriate measures to ensure that your information disclosed to us is kept secure, accurate and up to date. This Website has reasonable security measures in place to protect the loss, misuse and alteration of the information under our control.

Unauthorised attempts to upload or change information (or otherwise cause damage to this Website) are strictly prohibited. However, we assume no liability for any disclosure of information due to any errors in transmission, unauthorised third party access to our website and data bases or other acts of third parties, or acts or omissions beyond our reasonable control. In the event, AILREA becomes aware of any security breach, we will notify you as soon as possible and take appropriate action to the best of our ability to remedy such a breach.

You also play an important role in ensuring the security of Personal information. We encourage you to use safeguards to protect your information.

### **Changes to this Privacy Policy**

We reserve the right, at our discretion, to change, alter, modify, add, or remove portions from this Privacy Policy at any time so you are encouraged to review this Privacy Policy from time to time. You shall be notified in the event that changes are made to the policy such that your personal information is significantly affected.

### **Contacting us**

Questions, comments and requests regarding this Privacy Policy should be addressed to [connect@ailrea.com](mailto:connect@ailrea.com)

This policy forms a part of the terms and conditions of the Website and should be read in consonance with the same.

This policy was updated on 20<sup>th</sup> April 2022