

Privacy Policy

We respect your right to online privacy and are committed to protecting your personal information. This document outlines how we protect your personal information at www.flyravn.com. PenAir has prepared this statement to inform you of the privacy principles that govern this Web site.

We reserve the right to modify our Privacy Policy at any time. In the event that we make a modification to our Privacy Policy, we will post the changes to this Web site and will change the “Updated” date at the top of this page to reflect the date of the modification. Your use of the Web site indicates your acceptance of the terms of this Privacy Policy including any updates posted on this page. You are solely responsible for visiting this Web site from time to time to check for any updates. If you do not accept any of the terms of the Privacy Policy at any time, please make your travel bookings through the Reservations desk and refrain from using the Web site.

Information We Collect – How and Why We Collect It

PenAir will ask you to provide personal information in order to conduct transactions and allow you to take advantage of services provided on our Web sites. This information may include, but is not limited to, such items as your name, address, birth date, phone number, email address, Mileage Plan number, credit card number, as well as similar items.

The collection of personal information will occur at the time:

You sign up for a My Account profile

You subscribe to the flyravn.com Newsletter

You register for a promotion /contest /sweepstakes /survey

You purchase a ticket or other goods or services through the Web sites

We may, on occasion, track your activity while visiting our Web sites, in order to offer opportunities that we believe may be of value to you. We collect anonymous statistical information regarding your use of this Web site or other affiliated Web sites. This information may be used by us, or shared with our business partners to improve services or to market products. This information does not personally identify you.

How Information is Stored

We store your personal information in secure operating environments that are not available to the public. Your personal information is accessible only by you, selected company employees and trusted third party vendors. In addition to internal PenAir transaction databases, your personal information can be stored in a My Account profile in the event that that you create such a profile.

It is your sole responsibility to protect your My Account user ID and password. PenAir will not be responsible for any lost, stolen or disclosed user IDs or passwords or any transactions conducted or data disclosed as a result of your failure to protect your My Account user ID and/or password. PenAir will never ask you for your password via email, telephone or mail.

The only time PenAir will ask for your password is at a sign-in prompt from within a PenAir domain (Web address).

Creating a My Account Profile

A user ID and password of your choice protect your My Account profile from unauthorized use. At initial sign-up you will be required to choose a user ID, however, when you return to flyravn.com and sign into your My Account profile you may use either your user ID or your Mileage Plan number in the user ID field.

Cookies and Action Tags

The PenAir sites will in certain situations use cookies which are stored on the computer that you use to visit our Web sites. These cookies help you obtain information you have requested as well as personalize your visit. The information in our cookie includes your name, home airport, preferred cities, and a unique identifier. We recommend if you are using a shared computer (For example: library, internet café, etc.) that you delete our flyravn.com cookie upon finishing your visit to our Web site.

Additionally, cookies and action tags from third party vendor Web sites may be used to help us improve our Web site and offer goods or services. Action tags may be used to anonymously identify you

Security

We utilize secure socket layer (SSL) technology to protect the submission of your personal information. This technology provides a certain level of protection when transmitting your credit card numbers and other personal information over the Internet. All personally identifiable information collected via our Web site is encrypted before it is transmitted to our storage servers using SSL.

(Personal information that is protected by various state laws may consist of first name, last name, social security number, driver's license number, account number, credit or debit card number, in combination with any required security code, that would permit access to an individual's account.)

Although your privacy is very important to us, due to the existing legal regulatory and security environment, we cannot fully ensure that your personal information will not be disclosed to third parties. "Perfect security," does not exist on the Internet and under certain circumstances, unauthorized parties may unlawfully intercept or access transmissions or private communications. In the unlikely event we need to investigate or resolve possible problems or inquiries, we can (and you authorize us to do so) disclose any information about you to private entities, law enforcement, or other government officials as we, in our sole discretion, believe necessary or appropriate.

How Information is Used

We make the My Account functionality available to you in order to expedite your transactions on our Web site (through the use of pre-filled forms) and

to provide you with better service. In order for you to complete a purchase or conduct other transactions on our Web site, we may require the creation of a My Account profile, which requires that you submit certain personal information to PenAir.

Except as specified in this Privacy Policy, PenAir will not sell or share your personal information with anybody outside PenAir. For your protection, we do not include your email address or credit card information when providing personal information to third parties for the purpose of promotional offers. However, we may disclose personal information to companies affiliated with PenAir and/or third parties to fulfill the products and services you have requested.

- We may share pertinent personal information (including billing information) with our business partners or vendors to enable us to perform routine business functions.
- We routinely use email to communicate with you regarding the maintenance of memberships and services that you have enrolled in.
- If you have a “My Account profile” and have opted-in to receive the Partner Offer subscription, from time to time, we may share information contained in your profile with our Mileage Plan partners in order to provide you with more opportunities to earn or redeem miles, or to advise you of other benefits associated with our Mileage Plan program.
- We never share member information for members that we know or believe to be under the age of 13, with anyone outside of PenAir.
- We may disclose personal information in accordance with a lawful request or court order, to protect third-party rights, if we believe that the safety of a third-party would be jeopardized by not disclosing data.

Travel Related Services

To provide you with a single source for purchasing packages that include other travel-related services such as vacations, hotels and/or rental cars, we have entered into agreements with select third-party travel companies that aggregate inventory information from their suppliers. If you desire to purchase a package that is facilitated through flyravn.com, you will be linked to any PenAir hosted by the travel company. If you choose to purchase a package, it is necessary for you to provide personally identifiable information to execute the purchase. This information is then provided to the suppliers (e.g., car rental agency) for processing.

You should be aware that any personally identifiable information you have supplied directly to a supplier in any manner, in the past or in the future, is subject to their privacy statement and practices, for which PenAir has no responsibility.

Disclosure of Information to Third Parties

In addition to the travel-related services and required information sharing described directly above, PenAir does use the services of third parties that process email and mail for PenAir and its affiliates, persons authorized by you, as well as such entities and marketing and advertising companies that provide these services for PenAir. We do provide non-personally identifiable information to certain service providers for their use on an aggregated basis for the purpose of performing their contractual obligations to us

Government and Other Legal Disclosure

For Flights within the U.S., and pursuant to the Transportation Security Administration (TSA) Secure Flight Program, PenAir is required to collect and transmit the following passenger information: Name, Birth Date, Gender and Redress Number, if available, to the TSA. For TSA Privacy Notice, visit www.tsa.gov.

The Transportation Security Administration of the U.S. Department of Homeland Security requires us to collect information from you for purposes of **watch list** screening, under the authority of **49 U.S.C. section 114**, and the Intelligence Reform and Terrorism Prevention Act of 2004. Providing this information is voluntary; however, if it is not provided, you may be subject to additional screening or denied transport or authorization to enter a **sterile area**. **TSA** may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on **TSA** Privacy policies, or to view the system of records notice and the privacy impact assessment, please see **TSA's** Web site at www.tsa.gov.

PenAir reserves the right, if required by law, subpoena or court order, to disclose any personal information provided herein to the requesting entity. We may also disclose personal information, as permitted by law, to protect the property and rights of PenAir, to protect the safety of the public, employees or any person, or to prevent or stop any illegal or unethical activity.