

## 11- Legal basis for processing

| Processing                                                                                       | Purpose                                                                        | Legal basis for processing |
|--------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------------|
| <b>Customer Management</b><br><br><u>CNDP authorization N° :</u><br><br><b>A-GC-44/2017</b>      | Sale of Services                                                               | Fulfillment of a contract  |
|                                                                                                  | Reservation management                                                         | Fulfillment of a contract  |
|                                                                                                  | Personalize products and services according to your preferences and profile    | Fulfillment of a contract  |
|                                                                                                  | Manage special customer care (medical assistance, assistance for minors, etc.) | Fulfillment of a contract  |
|                                                                                                  | Announce promotions, new services and products                                 | Consent                    |
|                                                                                                  | Access to our airport lounges                                                  | Consent                    |
|                                                                                                  | Compliance with legal, regulatory and administrative provisions in force       | Legal obligation           |
|                                                                                                  | Newsletter                                                                     | Consent                    |
| <b>Online Sales Management</b><br><br><u>CNDP authorization N° :</u><br><br><b>A-CE-210/2017</b> | Sales of online services                                                       | Fulfillment of a contract  |
|                                                                                                  | Conducting satisfaction surveys                                                | Consent                    |
|                                                                                                  | Market research and statistics                                                 | Consent                    |
|                                                                                                  | Website usage metrics                                                          | Consent                    |
|                                                                                                  | Wifi Streaming on board or in areas served by the company                      | Consent                    |
|                                                                                                  | Commercial solicitation in accordance with regulations                         | Consent                    |
|                                                                                                  | Managing your loyalty account                                                  | Consent                    |
|                                                                                                  | Claims Management                                                              | Fulfillment of a contract  |
|                                                                                                  | Disputes and litigation management                                             | Legitimate interest        |

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| <b>Airport<br/>Customer<br/>Management</b><br><u>CNDP authorization</u><br><u>N° :</u><br><b>A-GC-43/2017</b>                                                                                      | Customer check-in and boarding                                                                     | Fulfillment of a contract |
|                                                                                                                                                                                                    | Irregularity Management                                                                            | Fulfillment of a contract |
|                                                                                                                                                                                                    | Management of baggage claims                                                                       | Fulfillment of a contract |
|                                                                                                                                                                                                    | Cooperation with the competent authorities within the framework of the applicable legal provisions | Legal obligation          |
|                                                                                                                                                                                                    | Assistance at various points of the trip                                                           | Fulfillment of a contract |
| <b>Accounting<br/>management<br/>customer cycle</b><br><u>CNDP authorization</u><br><u>N° :</u><br><b>A-AC-50/2017</b>                                                                             | Preventing chargebacks                                                                             | Legitimate interest       |
|                                                                                                                                                                                                    | Fight against fraud                                                                                | Legal obligation          |
| <b>Control of<br/>travel<br/>documents<br/>Integrity</b><br><u>CNDP authorization</u><br><u>N° :</u><br><br><b>A-PO-<br/>895/2022</b><br><br><u>Transfer N° :</u><br><br><b>T-PO-<br/>289/2023</b> | Control of travel documents integrity                                                              | Legal obligation          |