

## **Lufthansa “Your Announcement!” Contest Privacy Policy**

To help ensure a rewarding experience for our visitors participating in the Lufthansa “Your Announcement!” Contest (the “Contest”), we provide you with this Privacy Policy that describes our information practices, including how we collect, use and disclose personal information from children and others in this Contest.

### **1. The Information We Collect**

We require consent from a parent when a child seeks to register for the Contest. As described in this Privacy Policy, we directly collect from child users during our initial registration process a parent's email address, and the child's first name. We use the parent's email address to send the parent a message notifying the parent about the child's interest in the Contest, to notify the parent about our privacy practices, and to send the parent communications about the child's potential participation in the Contest and for such other purposes as described in this Privacy Policy.

If a child gets permission from the child's parent and fully registers for the Contest, we may collect additional information from the child, including the child's name, hometown, age, and an audio or video recording of the child doing an onboard flight announcement. If the child wins the Contest, we may collect additional information, including our own filming of the child making the onboard flight announcement.

The Contest and the “Site” do not condition a child's participation in an online activity on the child providing more personal information than is reasonably necessary for that activity.

We may also request a user name and email address when a user submits a form through the "Contact Us" portion of the Site so that we may respond to the inquiry. We collect the e-mail address for the sole purpose of responding directly on a one-time basis to a specific inquiry.

Additionally, when visitors come to our Site, we may passively collect certain non-personally identifiable computer information, such as the type of computer operating system (e.g., Windows or Mac OS), the user's IP Address, the web browser (e.g., Safari, Internet Explorer) being used, the frequency with which guests visit various parts of our sites, and information regarding the Internet service provider, in order to make our sites more interesting and useful to you and for various purposes related to our business. We or one of our contractors on our behalf may collect this non-personally identifiable information through the use of software technologies such as unique identifiers or "cookies." Cookies are small text files that we place in visitors' computer browsers to store their

preferences. You can choose to have your computer warn you each time a cookie is being sent, or you can choose to turn on/off all cookies. You do this through your browser settings. Please note that most browsers are automatically set to accept cookies. Each browser is a little different, so look at your browser Help menu to learn the correct way to modify your cookies. If you turn cookies off, and some of our services may not function properly.

## **2. How We Use, Disclose, and Store the Information We Collect**

In addition to the purposes described in Section 1, we may actively collect and use email addresses and user names to track usage and to ensure users are following the site's [Terms of Use](#). In addition, we may use an email address and user name to ban a user temporarily or permanently from the Site if that user engages in inappropriate conduct on the Site. We may also use email addresses and user names to enable parents to review information that their children have submitted to the Site and to provide notification regarding the Site, such as any future amendments to this Privacy Policy. We also may use information in the aggregate to analyze Site usage.

We may disclose information where we are required to do so by law, for example, in response to a court order or a subpoena, or where we disclose information to data processors who act on our behalf (service providers or other group companies who provide support for the operations of our website and who do not use or disclose the information for any other purpose). To the extent permitted by applicable law, we also may disclose personal information in response to a law enforcement agency's or other public agency's (including schools or children services) request or if we feel that such disclosure may prevent the instigation of a crime, facilitate an investigation related to public safety or protect the safety of a child using our Site, protect the security or integrity of our Site, or enable us to take precautions against liability.

If we sell all or part of our business or make a sale or transfer of our assets or are otherwise involved in a merger or business transfer, we may transfer personal information to a third party as part of that transaction, to the extent permitted by applicable law.

## **3. Collection of Information for Third-Party Sites and Sponsors**

We do not allow third-party companies to solicit or advertise to our users.

## **4. Security**

The security of your personal information is important to us. We have put in place appropriate physical, electronic, and managerial procedures to safeguard and help prevent unauthorized access, maintain data security, and correctly use the information we collect online.

We operate globally and may transfer personal information to individual companies of Lufthansa or third parties in locations around the world for the purposes described in this privacy policy. Wherever personal information is transferred, stored or processed by us, we will take reasonable steps to safeguard the privacy of that personal information.

## 5. **Access to Information, and Objection to Information Collection and Retention**

You have the right to review your child's personal information, to direct us to correct or delete it, to refuse to allow any further collection or use of your child's information, and to not allow your child's personal information to be disclosed to third parties (unless such third party disclosure is part of our Contest service, as described elsewhere in this privacy policy). Please contact us as provided below if you would like to perform any of these activities. Note that the deletion of data may lead to a termination of the child's participation in the Contest.

Please be sure to include your email address and a telephone number where we can reach you. To protect you and your child's privacy and security, we will take reasonable steps to help verify your identity before granting you access to the personal information that we collect and maintain about you or your child.

## 6. **Changes to this Privacy Policy**

From time to time, we may change this privacy policy to accommodate new technologies, industry practices, regulatory requirements or for other purposes. We will provide notice to you if these changes are material and, where required by applicable law, we will obtain your consent.

## 7. **Contact Us**

If you have questions or wish to send us comments about this Privacy Policy, please send an e-mail with your questions or comments to [stefan.hartung@dlh.de](mailto:stefan.hartung@dlh.de) or write us:

**Stefan Hartung**  
Lufthansa Group, FRA CI/P  
Lufthansa Aviation Center  
D-60546 Frankfurt / Main

You may also telephone us at +49 (0) 69 696 54327 (If you are not 18 years of age or older, you must have your parent or guardian's permission to call this number.)

Please be assured that any personal information that you provide in communications to the above e-mail and postal mail addresses and telephone

numbers will not be used to send you promotional materials, unless you so request.

#### **8. Effective Date**

This privacy policy is effective as of January 11, 2016. We reserve the right to change the privacy policy at our sole discretion. If we make material changes to this policy, we may notify you here, by email, or by means of a notice on our home page.