

ORYX ONE TERMS OF SERVICE

BY DOWNLOADING OR USING THE ORYX ONE APP, THESE TERMS OF SERVICE WILL AUTOMATICALLY APPLY TO YOU – YOU SHOULD MAKE SURE THEREFORE THAT YOU READ THEM CAREFULLY BEFORE USING THE ORYX ONE APP. IF YOU DO NOT AGREE TO BE BOUND BY ANY PROVISION OF THESE TERMS OF SERVICE YOU SHOULD DISCONTINUE

YOUR USE OF THE SERVICE

Qatar Airways is offering you this app to use for your own personal use without cost and it gives you access to limited features and application capabilities for entertainment and content. You will be able to certain media trailers and other entertainment options, but will not have access to the Internet or other connected or streaming entertainment.

By downloading the Oryx One App or using the Service, you represent and warrant you have all the necessary authority to enter into and comply with the terms of this Agreement and that you are of the applicable legal age in the territory where you are a legal resident to access and use the Service in accordance with its terms and conditions. Outside of required passenger details, we do not intentionally gather Personal Information about minors. If you believe we have inadvertently collected Personal Information about your child, please contact us, and we will attempt to remove this information. If a minor (according to applicable laws of the territory where you are a legal resident) has provided us with personal information without the parental or guardian's consent, the parent or guardian may contact us [here](#) to remove the relevant Personal Information.

ACCOUNT CREATION

By using the Service, you provide your consent to use by Qatar Airways of personally identifiable information that will identify you as a user of the Service. You agree that all account information, including name, email address and payment method, is true, correct and complete in all respects. Your personally identifiable information will be handled in accordance with our Privacy Policy which can be found below. You further agree to keep your login credentials confidential, to only use the Service for your personal use and not to share your login credentials or your access to the Service with any third party. It's your responsibility to keep your phone and access to the Oryx One app secure. It is recommended that you do not jailbreak or root your phone, which is the process of removing software restrictions and limitations imposed by the official operating system of your device. It could make your phone vulnerable to malware/viruses/malicious programs, compromise your phone's security features and it could mean that the Oryx One app won't work properly or at all.

USE OF THE SERVICE

Additional Services: We may provide certain premium or additional features from time to time which may be subject to additional terms. We will inform you of any such additional terms before you sign up for such additional services. Such additional services will be considered part of the Service and they shall continue to be governed by this Agreement except to the extent that any additional terms are specifically stated to take priority over the terms set out in this Agreement.

Safety Restrictions: You agree to only access the Service during periods when personal electronic devices are permitted to be used on board the vessel, and to cease access to the Service when instructed by a crew member or at all times when use of the Service (and the associated personal electronic device) would create a safety risk. Qatar Airways reserves the right to restrict, withhold, deny or refuse any and all access to the Service on an individual user or vessel wide basis at any time and without notice for safety reasons.

Hardware limitations: You acknowledge and agree that use of the Service is dependent on you having a compatible hardware device and compatible software on such device, all of which are your responsibility.

Resale and Device Limit: You agree not to resell or attempt to resell any part or all of the Service in any manner including without limitation by way of sharing your account login or to use the service on multiple devices unless otherwise authorized.

RESERVATION OF RIGHTS

The content on the Service is protected under applicable copyright law. We and our content providers reserve all copyrights and other rights in and to any content available through the Service which is identified as, claimed by us as, or known by you to be, proprietary to us (or our content providers). Except where expressly permitted in writing on the Service, all copying, modification, distribution, publication or other use by you, or by any user of your account, of any such content or other works is prohibited.

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LIMITATION OF LIABILITY

By using the Oryx One App, to the maximum extent permitted by law you agree that Qatar Airways will not be liable to you for any direct, indirect, consequential, or any other loss arising from the use (or non-use) of the information, products, and services contained in the Oryx One App or out of any breach of any representation or warranty even if we have been advised of the possibility of such damages.

Qatar Airways will be under no liability to you whatsoever, whether in contract, tort (including negligence), breach of statutory duty, restitution, or otherwise for any injury, death, damage, or direct, indirect or consequential loss (all three of which terms include, without limitation, pure economic loss, loss of profits, loss of business, depletion of goodwill, and like loss) howsoever caused arising out of or in connection with the use of the Oryx One App or the use, accessing, downloading, or relying on any information or other materials contained in the Oryx One App, including, without limitation, as a result of any computer virus. These Terms of Service do not exclude Qatar Airways' liability (if any) to you for personal injury or death resulting from Qatar Airways' negligence, for fraud or for any matter which it would be illegal for Qatar Airways to exclude or to attempt to exclude its liability.

NOTWITHSTANDING THE FOREGOING, OUR AGGREGATE LIABILITY (INCLUDING BUT NOT LIMITED TO THAT OF OUR SERVICE PROVIDERS, OUR DEALERS, DISTRIBUTORS, AGENTS, EMPLOYEES OR THIRD PARTY CONTENT PROVIDERS) TO YOU FOR DAMAGES ARISING FROM OR RELATED TO YOUR USE OF THE SERVICES (FOR ANY CASE WHATSOEVER) SHALL BE LIMITED TO THE GREATER OF (I) UNITED STATES DOLLARS ONE HUNDRED (USD100) OR (II) THE TOTAL AMOUNT ACTUALLY PAID BY YOU FOR USE OF THE SPECIFIC SERVICES

IN THE TWELVE (12) MONTH PERIOD IMMEDIATELY PRECEDING THE DATE ON WHICH THE CLAIM AROSE.

INDEMNITY

You agree to indemnify Qatar Airways and their respective service providers against all claims, liability, damages, costs and expenses, including but not limited to reasonable attorneys' fees, arising out of or related to any and all use of your account, your use of the Service, your violation of this Agreement, and your violation of any rights of any other person.

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UPDATES

By using the Oryx One App you agree to be bound by the latest version of the Terms of Service. At some point we may wish to update the Oryx One App. We reserve the right to make any and all changes to the Oryx One App and the Service, including to the capabilities and features available on the Service, in our sole discretion and without notice from time to time. We reserve the right to deny access to the Service to anyone at

any time. The Oryx One App is currently available on Android and iOS – the requirements for both systems (and for any additional systems we decide to extend the availability of the app to) may change, and you'll need to download the updates if you want to keep using the app. Qatar Airways does not promise that it will always update the app so that it is relevant to you and/or works with the iOS/Android version that you have installed on your device. However, you promise to always accept updates to the application when offered to you. We may also wish to stop providing the app, and may terminate use of it at any time without giving notice of termination to you. Unless we tell you otherwise, upon any termination, (a) the rights and licenses granted to you in these terms will end; (b) you must stop using the app, and (if needed) delete it from your device.

GOVERNING LAW AND JURISDICTION

This Agreement shall be governed by and construed in accordance with the laws of England. The English courts shall have exclusive jurisdiction and venue over all disputes arising out of or in connection with this Terms of Service and their decisions shall be final and binding on the parties.

MISCELLANEOUS PROVISIONS

If for any reason a court finds any provision or portion of this Agreement to be unenforceable, the remainder of the Agreement will continue in full force and effect. The provisions of this Agreement that by their nature are continuing will survive any termination. This Agreement is the entire agreement between the parties with respect to the use of the Services and supersedes and replaces all prior or contemporaneous communications or agreements, written or oral. Any waiver of any provision of this Agreement will be effective only if in writing and signed by Qatar Airways.

PRIVACY POLICY

General

All personal information processed by Qatar Airways as described in this Privacy Policy is controlled by Qatar Airways Q.C.S.C, a Qatari Closed Shareholding Company including its subsidiaries and branches which has its registered office at Qatar Airways Tower, PO Box: 22550, Doha, Qatar (from now on referred to as "Qatar Airways", "we", or "us"). By "personal information" we mean all information that relates to a living individual and either identifies, or may be used to identify, that individual.

Your privacy is very important to Qatar Airways and we understand how important it is to you. This Privacy Policy applies to all personal information we gather or use in connection with your relationship with us as a customer or potential customer. This includes when you use our website, www.qatarairways.com (from now on referred to as our "Website"), our mobile apps (including our iPhone, Android and Blackberry apps) (from now on referred to as our "Mobile Apps") services provided by us or others acting on our behalf (including when you travel with us) and when you interact with us. We will only use your personal information in accordance with this Privacy Policy.

This Cookie Policy should be read together with the terms and conditions posted elsewhere on our Website, including our Cookies Policy and our website terms and conditions available [here \(http://www.qatarairways.com/en/legal.html\)](http://www.qatarairways.com/en/legal.html) Please review this Privacy Policy carefully. By using our services, our Website or our Mobile Apps and by providing any personal information to us, you are consenting to our use of your personal information as set out in this Privacy Policy. Please do not provide us with any personal information if you do not want that information to be used by us in this manner.

Please note that other airlines have their own privacy policies. We suggest that you review those other policies if your travel plans include travel on other airlines, as those policies may differ from this Privacy Policy. Qatar Airways is based in Doha in the State of Qatar. We utilise support and other functions, which may require the transfer of your personal data to and from countries outside of your country of residence from time to time. Please note that by using our services, our Website or our Mobile Apps and by providing any personal information to us, you agree to your data being sent to and processed in countries outside of your country of residence, and for individuals resident in the European Economic Area ("EEA"), this includes transfers outside of the EEA. Some of these countries may not have data protection laws that provide an equivalent level of data protection as the laws in your country of residence.

Updates

We may amend this Privacy Policy from time to time to comply with law or to meet our changing business requirements without notice to you. By continuing to use our services, our Website or our Mobile Apps and providing any personal information to us you agree to be bound by the terms and conditions of this Privacy Policy. We reserve the right, in any event, to apply the amended terms to the information we have already collected, subject to any legal constraints. Where local regulations require, Qatar Airways will

obtain consent from you for any new uses of the collected personal information. You should read and review this page regularly to see if there have been any changes.

How We Collect and Receive Personal Information

We may collect and receive personal information from you, including when you: use any of our services, including when you travel with us or use airports where we operate or any facilities within those airports that we operate, such as our lounge facilities;

use or access our Website or Mobile Apps, particularly when completing the "passenger details" section during the course of a booking, even if you do not complete the booking; communicate with us such as by email, telephone, in writing or through our customer services pages or social media; or

register, create or modify an online or in-app account with us, including your Qatar Airways Privilege Club account and One World Alliance account.

We may also collect your personal information from publicly available information such as information on third party websites or from our business partners.

What Personal Information Is Collected

The types of personal information we receive and collect may include:

your title, name, gender, address, telephone numbers, email address, passport details, date of birth and preferred method of payment and flight booking details;

your billing information, transaction and credit information;

information relating to your travel itinerary and travel details such as flight information, travel companions' personal information, emergency contacts, destination contact information, seat and meal preferences, flight and hotel preferences, and information related to traveller special needs and any additional assistance you require and other information related to your travel with us;

information about your interactions you may have with us and our staff, including interactions in person on board our flights or with ground staff, or details of your involvement in any medical emergencies or incidents which may occur while on board our flights or travelling with us;

where you have an online or in-app account with us, for example if you are a member of the Qatar Airways Privilege Club membership number;

information regarding your personal or professional interests, demographics, experiences with our products, and contact preferences in order to provide you with further services or information about our products and services; details of any interactions or communications you have with any of our customer service teams; business information such as company name, business title and associated contact information; and responses to market surveys, prize draws and competitions conducted by us or on our behalf.

Sensitive Personal Information

We may collect or receive sensitive personal information. This includes personal information relating to health, disabilities, race, ethnicity, criminal offences (or alleged offences), political opinions, biometrics or religion. For example, we may collect and receive sensitive personal information from you if you:

disclose to us that you have a specific medical condition or request specific medical care or assistance from us, an airport or a third party involved in your travel arrangements, such as the provision of an accompanying nurse or wheel-chair assistance; provide such information to us, a travel agent or another third party involved in your travel arrangements at the time of or following your booking; or make a request that implies or suggests something about you which could be interpreted as sensitive personal information, such as request for a specific type of meal which may imply that you have a certain medical condition or hold a particular religious belief.

By providing any personal information that is or could be sensitive personal information, you agree that you have given us your consent to collect, store, use and transfer this personal information for the purposes for which it was provided and otherwise in accordance with the terms of this Privacy Policy.

GEO-Location Information

We may also receive information about your location and statistical information about your use of our Website and Mobile Apps, your mobile device, including a unique identifier for your device and may provide certain services that rely upon this information. You agree to our use of this information.

If you wish to withdraw this agreement you can do this by changing the location settings on your device or ceasing to use our Website and Mobile Apps. However, this may prevent you from taking full advantage of our Website and Mobile Apps and will limit your ability to use certain features that rely upon location information.

To turn off location services on your device, refer to the user manual of your device.

How We Use Personal Information

We use the personal information we collect, receive and generate to help us understand your needs and to help us provide you with a better service. In particular, we collect, store, process and share your personal information for the following reasons:

- for purposes related to providing our products and services to you, including verifying and authenticating your identity, processing your payments, completing transactions, processing your purchasing requests, confirming your travel arrangements and facilitating and handling your travel with us;
- to improve and tailor our products and services and/or our communications with you including by determining your likely preferences based on your previous travel with us, previous transactions or communications with us, or your browsing history on our website or where you have provided information through the website (even if you have not completed a booking);
- to operate and administer our Website, Mobile Apps or other online or digital services;
- to comply with legal and regulatory requirements;
- to operate and administer our Qatar Airways Privilege Club, including mileage tracking, delivery of associated benefits and services, ongoing research and programme development, as well as delivering news and information to Qatar Airways Privilege Club members;
- for our own internal record-keeping requirements and administrative purposes;

- to undertake any security screening or other processing required of us by law enforcement agencies or applicable law;
- for market research, analysis, testing, monitoring, risk management and administrative purposes; and
- to contact you and show you ads, for example:
 - where we have your consent or are otherwise permitted by law to do so for marketing purposes, such as sending you email newsletters or other electronic communications including but not limited to search ads, display ads, affiliate ads, remarketing/re-targeting ads, social ads with our and our partners' latest offers, information, promotions, or products and services or other information we think you may find interesting or for customer satisfaction purposes (see the section below entitled "Newsletters" for further information);
 - to send you reminders or show you ads about incomplete bookings and customer services emails and ads to facilitate booking completion, to identify you the next time you come to use our Website, to identify any operational issues that prevented you from completing the transaction and/or offer assistance in a similar way. You may unsubscribe anytime from receiving these emails by clicking the 'unsubscribe' link at the bottom of the email;
 - and to send service and commercial communications through email, text message, ads or any other medium such as to notify you when check-in for your flight is open or to send you confirmation of your booking including details of your itinerary and e-ticket. If you unsubscribe from receiving marketing communications or incomplete booking reminders, you may still receive service communications confirming and servicing any bookings you may have with us.

Does Qatar Airways Share My Personal Information With Anyone Else?

We may disclose personal information we collect or receive, including:

- to you or those acting on your behalf. Where local regulations require, we may obtain your consent in writing for the purpose of allowing anyone else to act on your behalf;
- to subsidiaries and branches within the Qatar Airways group, partners and joint ventures and other companies under common control (collectively, "Affiliates") for the purposes described in this Privacy Policy and always in accordance with the terms of this Privacy Policy;
- to third parties including other airlines and other companies and oneworld Alliance member airlines to provide a service to, or perform a function for, us or who are otherwise appointed by us in connection with the services we offer you including those who are acting as our agent or subcontractor, including, without limitation, credit card and credit reference agencies, data processing service providers and our legal and other professional advisors;
- to our partners and those connected with the Privilege Club, if you are a member;
- to third parties in connection with a proposed or actual financing, securitization, insuring, merger, restructure, sale, acquisition, assignment or other disposal of all or part of our business or assets or the assets of any Affiliate or to anyone whom we may transfer our rights and/or obligations for the purposes of evaluating and performing the proposed transaction;

- to third parties, including law enforcement officials, law courts and government and regulatory authorities: (a) if we believe disclosure is required by any applicable law, regulation or legal process (such as to respond to subpoenas or judicial orders); or (b) to protect and defend our rights, or the rights or safety of third parties, including to defend against legal claims;
 - to customs and immigrations authorities, which require by law access to booking and travel itinerary information including "Advanced Passenger Information" (passport and associated personal information) for all passengers prior to travel;
 - to our Affiliates, including Qatar Airways Holidays and selected third party marketing partners, to enable them to send you promotional materials about products or services; and
 - where you have made a travel booking, to passengers travelling under the same booking as you. For further information about this, please see below.
- In addition, we may share aggregated and/or anonymised information to assess marketing and sales performance.

Disclosure of Personal Information to Passengers Travelling Under The Same Booking

When you make a booking, you will be provided with a booking reference. Your booking reference should be kept confidential at all times. Disclosing your booking reference to other passengers may allow them to access your booking details through our system. If you are travelling with others under the same booking and would not like your individual booking details to be disclosed to them, you may prefer to have each person make separate bookings, to be paid for individually.

Consent to Check-In On Behalf Of Another Passenger

If you provide personal information on behalf of someone else (if, for example, you have arranged to make a booking on their behalf), you confirm that you have that person's consent to provide us with their personal information and for our processing of that personal information for the purposes set out in this Privacy Policy and you undertake and will ensure that the individual whose personal information is supplied to us has authorised the disclosure and is informed of and consents to the terms and conditions of this Privacy Policy. If you do not agree or are not certain whether you have such consent, you must not provide us with any personal information or continue to use our Website, Mobile Apps or services.

Minors

Outside of required passenger details, we do not intentionally gather personal information about minors. If you believe we have inadvertently collected personal information about your child, please contact us, and we will attempt to remove this information. If a minor (according to applicable laws) has provided us with personal information without parental or guardian consent, the parent or guardian should contact us to remove the relevant personal information and unsubscribe them.

Data Security

We are committed to ensuring that your personal information is secure. In an effort to prevent unauthorised access to, or disclosure of, your personal information, we have put in place physical, technical, and administrative safeguards to prevent unauthorised access or use of your personal information. In order to protect the security of your

information, we use encryption technology when collecting or transferring sensitive personal information. You should be advised, however, that we cannot fully eliminate security risks associated with the storage and transmission of personal information over the Internet.

Newsletters

We will occasionally inform you about our special offers and new services via the email address you provide us. You will only receive our newsletters if you subscribe to this mailing list. If you no longer want to receive the newsletters, you can unsubscribe anytime by clicking the 'unsubscribe' link in the newsletter. After receiving your request, we will not send you any further newsletters. Please note, however, it may take up to 10 working days to process your request and update our systems to remove your email address from our mailing list.

Links to Other Website, Mobile Site And Mobile Applications

Our Website and Mobile Apps may contain links to enable you to visit third-party websites, mobile sites and mobile applications. Please note that we do not have any control over these third-party websites, mobile sites or mobile applications. Therefore, we are not responsible for the protection and privacy of any information that you provide whilst visiting such sites. Such sites are governed by their own privacy policies and not this Privacy Policy.

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Requesting A Copy Of Your Personal Information

To the extent you are legally entitled, you can request details of the personal information that we hold about you. We may charge you a small administration fee to respond to your request. Any request must be made in writing and include the following information: your name and address and any other information which may identify you. Where your request relates to a travel booking, please provide your booking reference, frequent flyer or Qatar Airways Privilege number, the dates on which the travel took place and any other relevant information that will assist us to identify your booking. You must also provide a photocopy of your passport or driving licence so that we can verify your identity. Please send your written requests to the contact address set out below.

Contact

Please contact us at:
Qatar Airways Group
Qatar Airways Tower
PO Box 22550
Doha, Qatar

We can also be contacted at grcompliance@qatarairways.com.qa

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