

WEBSITE PRIVACY AND COOKIES POLICY

AXIS Aviation (Pty) Ltd

www.AXIS-aviation.co.za | Effective date: 20 July 2026

1. AXIS Aviation (Pty) Ltd (“AXIS Aviation”, “we”, “us”, or “our”) is committed to respecting and protecting the privacy of personal information collected through www.AXIS-aviation.co.za and any related subdomains (the “Website”). This Policy explains what personal information we collect, how and why we use it, who we share it with, how long we keep it, and the rights you have in relation to it. This Policy should be read together with our Website Terms of Use.
2. References in this Policy to “AXIS Aviation” mean AXIS Aviation (Pty) Ltd and, where applicable, its authorised affiliates, service providers, and partners involved in operating the Website or delivering the services you request.

3. THE LAWS THAT APPLY TO THIS POLICY

We process personal information in accordance with the data protection laws applicable to AXIS Aviation, including the Protection of Personal Information Act 4 of 2013 (“POPIA”) in South Africa.

4. WHAT PERSONAL INFORMATION WE COLLECT

We collect personal information you provide to us directly, and information collected automatically through your use of the Website. This may include:

- Contact details: name, email address, telephone number, physical or postal address.
- Enquiry and service information: details you submit through contact forms or requests relating to aviation management, aircraft support, maintenance coordination, parts, operational support, or related services.
- Customer and business information: company details, aircraft or operational information, service preferences, and records relevant to services you request from AXIS Aviation.
- Technical and usage information: IP address, browser and device type, pages visited, referring website, and interaction data, collected via cookies and similar technologies.
- Correspondence: records of communications between you and AAG, including emails and call or meeting notes where relevant to a service you have requested.

We do not knowingly collect special personal information (such as health, biometric, or financial account information) through the Website unless it is specifically required for a service you request, in which case we will explain why it is needed and obtain any consent required by applicable data protection law.

5. HOW AND WHY WE USE YOUR INFORMATION

We use personal information for the following purposes, on the legal bases indicated:

- To respond to enquiries, quotation requests, and communications you send us. Necessary to take steps at your request before entering into an agreement, or to perform an agreement with you.
- To administer aviation management, aircraft support, maintenance coordination, parts, operational support, and related service arrangements. Necessary to perform our agreement with you, or to comply with a legal obligation.
- To send you marketing communications about products, services, offers, or events, based on your consent, or where permitted, our legitimate interest in marketing to existing customers, subject to your right to opt out at any time.

- To maintain the security, functionality, and performance of the Website, based on our legitimate interest in operating a secure and effective website.
- To comply with legal, regulatory, tax, or aviation-authority obligations, including obligations involving the South African Civil Aviation Authority or equivalent regulators where applicable. Necessary to comply with a legal obligation.
- To detect, investigate, and prevent fraud, bribery, or other unlawful activity, based on our legitimate interest in protecting AXIS Aviation and our customers.

We will not use your personal information for a materially different purpose without notifying you and, where required by applicable data protection law, obtaining your consent.

6. COOKIES AND SIMILAR TECHNOLOGIES

The Website uses cookies and similar tracking technologies. A cookie is a small text file placed on your device that helps the Website recognise your device and remember information about your visit.

By using the Website with your browser's cookie functionality enabled, you consent to our use of cookies as described in this Policy. Where required by applicable law, we will request your consent before setting non-essential cookies through a cookie banner or preference tool on the Website.

Category	Purpose	Can you disable it?
Strictly necessary	Enable core site functionality such as page navigation, form submission, and security. The site may not work properly without these.	No, essential to operation
Functional / preference	Remember choices you make (e.g. language or previously viewed service information) to improve your experience on return visits.	Yes, via browser or cookie settings
Analytics / performance	Help us understand how visitors use the Website (e.g. pages viewed, time on site) so we can improve content and navigation.	Yes, via browser or cookie settings
Third-party / social sharing	Set by embedded third-party features (e.g. the Pinterest "Pin It" button and similar widgets) to enable sharing and, in some cases, track usage across sites for that third party's own purposes.	Yes, via browser settings; governed by that third party's own policy

You can control or delete cookies through your browser settings at any time. Disabling non-essential cookies will not prevent you from using the Website, but disabling strictly necessary cookies may affect its functionality. Third-party cookies are governed by that third party's own privacy and cookie policy, which we encourage you to review.

7. SHARING AND DISCLOSURE OF YOUR INFORMATION

We do not sell personal information. We may share personal information with:

- Authorised affiliates, service providers, or partners where necessary to deliver a product or service you have requested, or for internal administration, in each case subject to appropriate safeguards under applicable data protection law.
- Original equipment manufacturers, maintenance providers, logistics providers, and authorised aviation partners where necessary for product support, warranty, maintenance, operational support, or service delivery.
- Service providers who perform functions on our behalf (for example, IT hosting, payment processing, or courier services), under contractual confidentiality and data protection obligations.
- Professional advisers, insurers, and regulators, including the South African Civil Aviation Authority or equivalent civil aviation authorities, where necessary for the services provided or to comply with legal obligations.
- Any competent authority, regulator, or law enforcement body, where required or permitted by law.

We require any third party who processes personal information on our behalf to do so only on our instructions and to keep it secure, in accordance with applicable data protection law.

8. CROSS-BORDER TRANSFERS

Because AXIS Aviation operates in Southern and Central Africa and may work with service providers, authorised partners, regulators, or manufacturer representatives located outside South Africa, personal information may be transferred across borders where necessary for the services you request or for legal, operational, or support purposes. Where such a transfer is subject to POPIA, we will ensure the recipient is subject to a law, binding corporate rules, contractual clauses, or other safeguard that provides an adequate level of protection substantially similar to that required under POPIA, or that another lawful basis for the transfer applies.

9. DATA RETENTION

We retain personal information only for as long as necessary to fulfil the purposes described in this Policy, including to satisfy any legal, accounting, aviation-regulatory, or reporting requirements. Retention periods vary depending on the nature of the information and our obligations. For example, records relating to aircraft support, maintenance, parts, operational support, warranty, or regulatory matters may be retained for longer periods to meet aviation record-keeping and product liability requirements. Where information is no longer required, we will securely delete, anonymise, or destroy it.

10. SECURITY OF YOUR INFORMATION

We have implemented technical and organisational measures designed to protect the confidentiality, integrity, and availability of your personal information, and we review these measures on an ongoing basis. However, no method of transmission over the internet or electronic storage is completely secure, and we cannot guarantee absolute security. Please be aware that internet communications may be routed through multiple countries before reaching our Website, and AXIS Aviation accepts no liability for interception or loss of information that occurs outside our reasonable control.

We are not responsible for the privacy or security practices of any third-party website you access via links from our Website. We recommend reviewing the privacy policy of any third-party site you visit

11. YOUR RIGHTS

Subject to applicable data protection law and any exceptions it provides, you have the right to:

- be informed of the personal information we hold about you and how it is used;
- request access to a copy of the personal information we hold about you;
- request correction of inaccurate or incomplete personal information;
- request deletion of personal information we no longer have a lawful basis to retain;
- object to, or request that we restrict, certain processing (including direct marketing);
- withdraw consent at any time, where processing is based on consent, without affecting the lawfulness of processing carried out before withdrawal; and
- lodge a complaint with the Information Regulator (South Africa) at <https://inforegulator.org.za/>.

To exercise any of these rights, please contact our Information Officer using the contact details below. We may need to verify your identity before actioning a request.

12. MARKETING COMMUNICATIONS

Where we send you marketing communications based on your consent or our legitimate interest as a prior customer, you may opt out at any time by using the “unsubscribe” link in the communication, or by contacting us using the details in Section 15. We will action opt-out requests promptly.

13. CHILDREN'S PRIVACY

The Website is not directed at children, and we do not knowingly collect personal information from children without the consent of a parent or guardian, as required by applicable data protection law. If you believe a child has provided us with personal information without appropriate consent, please contact us so that we can address it.

14. CHANGES TO THIS POLICY

We may amend this Policy from time to time to reflect changes in our practices, our services, or applicable law. The updated Policy will be posted on the Website with a revised effective date. Material changes will, where practicable, be highlighted on the Website. We encourage you to review this Policy periodically.

15. CONTACT US / INFORMATION OFFICER

If you have questions about this Policy, wish to exercise any of your rights, or want to raise a privacy-related concern, please contact our Information Officer:

Alida Reynecke
Alida.reynecke@absoluteaviation.co.za

Please refer to the Website's contact page for our current postal address and telephone number.

Last updated: 20 July 2026