

## 11- Legal basis for processing

Processing	Purpose	Legal basis for processing
<b>Customer Management</b>  CNDP authorization N° :  <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>  CNDP authorization N° :  <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	

<b>Airport Customer Management</b>  <u>CNDP authorization</u> <u>N° :</u>  <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 management customer cycle</b>  <u>CNDP authorization</u> <u>N° :</u>  <b>A-AC-50/2017</b>	Preventing chargebacks	Legitimate interest
	Fight against fraud	Legal obligation
<b>Control of travel documents Integrity</b>  <u>CNDP authorization</u> <u>N° :</u>  <b>A-PO- 895/2022</b>  <u>Transfert N° :</u>  <b>T-PO- 289/2023</b>	Control of travel documents integrity	Legal obligation