

FL3XX | Data Privacy & Protection FAQ

1. Do you comply with global privacy laws like GDPR or CCPA?

Yes. FL3XX is based in the EU and fully complies with the General Data Protection Regulation (GDPR). We also follow the privacy principles of other major jurisdictions such as the California Consumer Privacy Act (CCPA/CPRA) and similar state-level laws in the US. In short: wherever you are, your data is treated with care, security, and transparency.

2. What kinds of personal data does FL3XX process?

We process personal data only as needed to provide our services to you. This may include:

- Employee and crew information (e.g. name, license, duty status)
- Flight and operational details
- Passenger contact data
- Account and system usage data (e.g. login times, activity logs)

We do not process sensitive data like health records or biometric data unless you explicitly authorize it.

3. Where is customer data stored?

Customer data is securely hosted on Amazon Web Services (AWS) in Frankfurt, Germany, under strict European data protection standards. This location ensures high performance and compliance with international security frameworks.

4. Do you share or sell personal data?

No. FL3XX does not sell personal data to third parties. We only share data with a limited number of trusted service providers (subprocessors) who help us deliver our services (e.g. hosting, email, support tools). These providers are contractually bound to maintain strict data protection standards.

5. Do you transfer data internationally?

Sometimes. If we use service providers located outside the EU (e.g. in the US), we make sure your data is protected using approved legal mechanisms, such as Standard Contractual Clauses (SCCs) or equivalent safeguards. We always prioritize data residency and security.

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6. What rights do I have over my data?

Depending on your location, you may have rights such as:

- Accessing the data we process on your behalf
- Requesting correction or deletion
- Receiving a copy of your data
- Limiting or objecting to certain types of processing

To exercise these rights, contact your company's administrator (they are the data controller) or reach out to legal@fl3xx.com for support.

7. What happens if there's a data breach?

If a breach occurs that affects your data, we will:

- Notify you or your company without undue delay
- Provide relevant details and next steps
- Cooperate fully in resolving the issue

We have robust monitoring, encryption, and incident response measures in place.

8. Can I get a copy of your Data Processing Agreement (DPA)?

Yes - our standard DPA outlines how we handle data on your behalf and includes information about subprocessors and data security. Contact us at legal@fl3xx.com to request it.

9. Who can I contact with privacy questions?

We're happy to help! You can reach our data protection team at:

Email: legal@fl3xx.com

Need region-specific details (e.g. GDPR rights or CCPA notices)?

We're happy to provide customized documentation based on your region and regulatory needs.