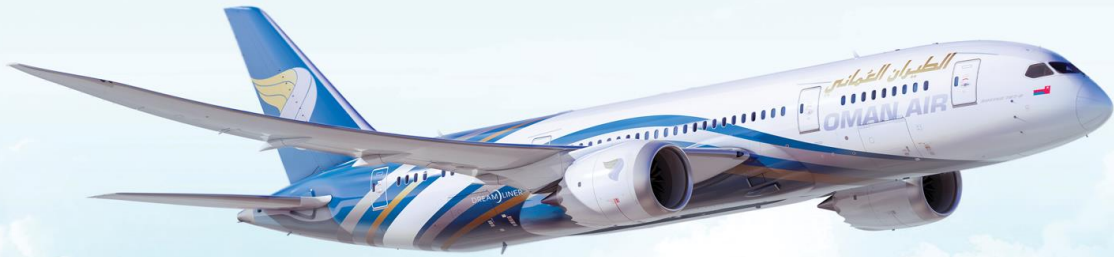




الطيران العُماني
OMAN AIR

Privacy Notice



2026

Document Version Control

Version	Date
1.0	22.06.2026

Initiated by
Designation: Head of Governance, Risk Management and Compliance
Name: Ghadeer Hassan
Signature: <i>Ghadeer Hassan</i> <small>Ghadeer Hassan (Jun 23, 2026 14:21:19 GMT+4)</small>

Reviewed by	Reviewed by
Designation: Data Protection Officer	Designation: VP General Counsel
Name: Adhari Al Zadjali	Name: Ahsan Gulabkhan
Signature: <i>Adhari Al Zadjali</i> <small>Adhari AlZadjali (Jun 24, 2026 09:37:22 GMT+4)</small>	Signature: <i>Ahsan Gulabkhan</i> <small>Ahsan Gulabkhan (Jun 24, 2026 14:54:31 GMT+4)</small>

Approved by
Designation: Chief Executive Officer
Name: Con Korfiatis
Signature: <i>Con Korfiatis</i>

Custodian	Reference number
Data Protection Officer	GRC-PPG-003-2026

Table of Contents

1. Privacy Commitment	4
2. Scope	4
3. What Personal Data Oman Air Collects.....	4
4. Purpose of Processing	5
5. Sharing of Personal Data	7
6. Cookies and Tracking	7
7. Data Retention	7
8. Guest's Rights	8
9. Data Security	8
10. Marketing Communications	9
11. Links	9
12. Contact	9
13. Review and Amendment of this Notice	9

1. Privacy Commitment

Oman Air values the guest's privacy and is committed to protecting the guest's personal data. This Privacy Notice explains how Oman Air collects, stores, processes, shares and safeguards the guest's information when the guest travels with Oman Air, use Oman Air website, mobile application, or utilize Oman Air services whether in electronic or physical form.

2. Scope

This notice applies to:

- Visitors to Oman Air website and mobile applications users.
- Customers who book directly from Oman Air website or through travel agencies.
- Users of Oman Air's digital services across the network (e.g. Check in kiosk users, airport lounges, inflight services, etc.)
- Loyalty program members and Oneworld Alliance airlines.
- Individuals contacting Oman Air through customer service, marketing, or social media channels.
- Any third person providing personal information about the data subject on behalf of making their booking.
- Individuals engaging with Oman Air advertisements, promotional campaigns and marketing communications.

3. What Personal Data Oman Air Collects

Oman Air collects the following categories of personal data including but not limited to:

- **Identification and Contact Information:** Name, passport details, national ID, date of birth, gender, address, telephone number, emergency contact details (third person), nationality, email, travel itinerary, ticket details etc.
- **Travel Information:** Flight bookings, seat preferences, baggage details, visa and immigration information etc.
- **Payment Information:** Credit/debit card details, billing address, payment history.

- **Loyalty Program Data:** Membership number, points balance, redemptions.
- **Health or Special Assistance Data:** If the guest requests services like medical assistance (MEDA CASE), Reduced Mobility or special meals, Oman Air collects necessary information—and only with the guest’s consent.
- **Technical Data:** IP address, device identifiers, browsing data collected via cookies (refer to Oman Air [Cookie Policy](#)).
- **Communications & Support Data:** When the guest contacts Oman Air (emails, calls and caller details, chats, audio recordings) Oman Air collects and records relevant details to assist the guest.
- **Behavioural Monitoring:** Analysing or predicting a data subject’s personal preferences, behaviours and attitudes to improve user experience and enhance service performance.

4. Purpose of Processing

Oman Air will only process the guest’s personal information where Oman Air has a legal basis to always do so and in compliance with applicable data protection laws. Set out below are the legitimate reasons for which Oman Air will collect and use the guest’s information:

1. Performance of the Contract of Carriage

When the guest purchases a ticket, the guest agrees to Oman Air’s “[Conditions of Carriage](#)” & “[Privacy Policy](#)”. To fulfill the contract between Oman Air and the guest, Oman Air processes the guest’s personal data to manage the guest’s bookings, issue tickets, handle check-in, boarding, in-flight services, baggage, handling payments, refunds, loyalty program benefits or other similar programs, customer services and communicating with the guest regarding the guest’s journey in regards to delays, schedule change, disruption and all other related travel services linked to the guest’s booking.

2. Compliance with Legal Obligations

Oman Air collects personal data exclusively for legitimate business purposes, ensuring compliance with the requirements set by the Civil Aviation Authorities

(CAA) in Oman and all Oman Air destinations, and with applicable security, immigration, customs, safety, tax regulations, and data protection laws in Oman and Oman Air destinations worldwide.

As a civil commercial air carrier, Oman Air is required, under law, to collect and process personal information for the purpose of security, safety, passenger booking, record keeping, and provide the passenger travel related information to the government under applicable laws for security and prevention of unlawful activities.

3. Protection of Vital Interests

Oman Air may process personal data where necessary to protect the vital interests of the guest or another person, including in medical or safety emergencies.

4. Explicit Consent

In certain circumstances, Oman Air will ask for the guest's explicit consent before processing the guest's personal data. This applies in particular to:

- Marketing and Promotions: Receiving newsletters, loyalty program offers, or third-party partner promotions (e.g., hotels, rental cars).
- Special Categories of Data: Where Oman Air needs to process sensitive data such as health information (e.g., medical clearance, wheelchair or oxygen requests, special meals indicating religion or health conditions).
- Profiling and Tracking: Where Oman Air uses cookies or analytics tools to track the guest's behavior for targeted advertising or personalized offers. Refer to Oman Air [Cookie Policy](#).
- Cross-Border Transfers of data.

Where processing is based on consent, the guest has the right to withdraw the guest's consent at any time. The guest can do this by clicking the unsubscribe link in the email communications or by contacting the Data Protection Officer at dpo@omanair.com.

5. Sharing of Personal Data

Oman Air may share the guest's personal data with:

- **Authorities:** Immigration, customs, security, and law enforcement agencies, as legally required.
- **Business Partners:** not limited to Code-share airlines, airport operators, hotels, car rental, ground handling agents.
- **Service Providers:** IT, payment processors, and customer support providers, under strict data processing agreements.
- **International Transfers:** Guests data may be transferred outside Oman or the EU, only where adequate safeguards (such as Standard Contractual Clauses or other approved mechanisms) are in place.

6. Cookies and Tracking

Oman Air uses technologies that are strictly necessary such as cookies. This is covered in detail in the [Cookie Policy](#).

Here's how they work:

- Oman Air will inform the guest and obtain the guest's consent before using non-essential tracking cookies (e.g., marketing, profiling).
- Essential and performance cookies that enable key website functions (like booking and payment) are exempt from consent.

The guest can control preferences at any time via the [Cookie Policy](#).

7. Data Retention

7.1 Personal data is stored securely using appropriate technical and organizational measures.

7.2 Oman Air retains personal data only for as long as necessary to fulfil the purposes set out for which it was collected and business requirements. Oman Air retains personal data related to transactions with customers for the maximum of 10 years to comply with local laws.

7.3 When data is no longer needed, it is securely deleted or anonymized and made irrecoverable using commercially reasonable and technically possible measures in accordance with the applicable laws.

8. Guest's Rights

Under Oman Personal Data Protection Law 2022 (PDPL) and EU-General Data Protection Regulation 2018 (GDPR), the guest has the right to:

- Access personal data.
- Request to amend, update, or block the personal data.
- Request erasure or deletion of data ("right to be forgotten") unless the data is necessary for national preservation and documentation process.
- Restrict or object to processing; except for data that has been processed prior to the objection.
- Withdraw consent for marketing or sensitive data at any time (without affecting prior lawful processing).
- Request portability of the guest's data.
- Lodge a complaint with the relevant supervisory authority if the guest suspects that the data has been processed illegally.
- To be notified of any breach or violation of the guest's personal data within the legally required period as per the applicable data protection law, and the measures taken in this regard.

9. Data Security

9.1 Oman Air implements appropriate technical and organizational measures to protect the guest's data against unauthorized access, alteration, disclosure, or destruction. This includes encryption, access controls, and staff training.

9.2 In the event of a data breach, Oman Air will take immediate action to contain and assess the breach, including reporting the breach to the relevant authorities.

10. Marketing Communications

Oman Air will only send marketing communications if the guest has provided consent. The guest may withdraw the consent at any time by utilizing the subscribe link provided in the email communications or by contacting the Data Protection Officer directly on dpo@omanair.com.

11. Links

Oman Air Web Site may contain links to other web sites. Oman Air is not responsible for the privacy practices of web sites not operated by Oman Air. This privacy notice applies solely to information collected by Oman Air Web Site.

12. Contact

For questions or to exercise the guest's data protection rights, please contact the Data Protection Officer (DPO): dpo@omanair.com.

For technical issues related to this website, please contact our IT Service Desk at IT.ServiceDesk@omanair.com.

13. Review and Amendment of this Notice

13.1 This notice may be amended from time to time at the discretion of Oman Air to reflect changes in legal, regulatory or operational requirements, and to ensure ongoing compliance with applicable laws, regulations, and industry best practice.

13.2 Compliance with this notice is mandatory for all employees and relevant stakeholders. Non-compliance may result in disciplinary action, in accordance with applicable company policies and procedures.

13.3 This notice aligns with the Data Protection Policy and if any changes are made to the Data Protection Policy, these are carried across into this notice.



omanair.com