

South Korea Addendum

If you reside in the Republic of Korea or access or use our services from within the Republic of Korea, this Addendum applies to you. The terms set forth in this South Korea Addendum apply in addition to the terms set forth in the Privacy Policy. In the event of any conflict or inconsistency between the terms of the Privacy Policy and this Korea Addendum, the terms of this South Korea Addendum shall prevail.

1. Items of Personal Information Collected

1) General Personal Information

A) Personal Information Items Processed without your Consent

Legal Basis	Items Collected
PIPA Art. 15(1) 4 (Contractual Necessity)	● Details about the services you arrange with us. Your travel details, including details of your travel itinerary, where you're flying from and to, other booking information, any onward travel details if relevant (for example if you need our assistance for a connecting flight, if you've booked airport transportation with us, or booked a tour and details of experiences or excursions booked), your baggage requirements, any upgrade information, your check in date and time, your lounge visits, seat preferences, meal preferences including special dietary requirements, details of any special assistance you might need from us and any other information relevant to enable us to provide you with the travel or other services that you've arranged with us. We will also collect details of your hotel, holiday and package. ● Financial information: If you're using the website to book flights, hotels or other products or purchase products from our Retail Therapy online store or by phone with us or at one of our retail stores, your payment details, which may include billing addresses, credit/debit card details and bank account details. ● Transaction data: Your transactions on the website, including the date and time, the amounts charged and other related details. ● Your interactions with us or our partners: Your interactions or conversations with us and our people, including when you make enquiries, comments, complaints or submit feedback to us (whether formally via email or our website, over the phone or simply verbally to our people), when you get in touch via social media, when you attend any events we host or details of your preferences or attributes based on your interactions with our website or our goods or services. In addition, we receive details of your preferences or behaviours based on your use of, or interactions with, our partners and their business offerings. ● Your use of our systems and services: Details of the way in which you use our site, app, call centres, retail stores, Wi-Fi, lounges, aircrafts and/or social media pages (please see the "OUR SITE, APP AND COOKIES" section below for further details). ● Emergency contact details: If you have made a booking we will request emergency contact details (name, telephone number, email, address).

	● Pet details: If you request a pets booking through our Cargo services (including for accompanied pets), your contact details (including name, address, telephone and email), passenger details (including lead passenger name, booking reference, flight number, flight date or proposed flight dates and route, nationality), cargo pet booking details (including air waybill, number and type of pet, pets name), details of your pet (such as breed, name, weight) and pet crate. ● Deceased details: If we are transporting human remains through our Cargo services, information contained on the deceased's death certificate including name, date and place of birth, age, gender, date and place of death, cause of death, occupation and signature, description and residence of informant. ● Job applications. If you apply for a job with us, your CV, work history, educational details, qualifications, skills, projects, references, proof of entitlement to work in the relevant country, national security number, your current level of remuneration (including benefits), the role you're applying for and any other similar information that you provide to us.
PIPA Art. 15 (1) 4 (Contractual Necessity)	● Details about you: Your name, email address, address, telephone number, date of birth, loyalty membership details, your Flying Club and frequent flyer Membership Details, your Flying Club tier status, your payment details, meal preferences, language needs, your reason for travel (such as for a wedding, birthday or anniversary), special dietary requirements and other flying or lounge preferences, the country in which your passport was issued and the expiry date of your passport or identity card. If you are a B2B customer booking our Cargo services, this information may also include your job role and employer details. If you are booking a hotel or package holiday, your hotel room preferences and holiday itinerary.

B) Personal Information Items Processed with your Consent

Legal Basis	Items Collected
PIPA Art. 15(1) 1 (Consent) in relation to direct marketing	● Details about you: Your name, email address, address, telephone number, date of birth, loyalty membership details, your Flying Club and frequent flyer Membership Details, your Flying Club tier status, your reason for travel (such as for a wedding, birthday or anniversary). ● Analytics: Analysis compiled from information collected from you or which we have generated about you or which we have lawfully received from you or our partners. ● Details about the services you arrange with us. Your travel details, including details of your travel itinerary, where you're flying from and to, other booking information, any onward travel details if relevant (for example if you need our assistance for a connecting flight, if you've booked airport transportation with us, or booked a tour and details of experiences or

	excursions booked), your baggage requirements, any upgrade information, your check in date and time, your lounge visits, seat preferences, meal preferences including special dietary requirements, details of any special assistance you might need from us. We will also collect details of your hotel, holiday and package.
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2) Unique Identification Information

Legal Basis	Items Collected
PIPA Art. 24(1) 1(Consent), 2(Required or permitted by applicable law)	Passport number, resident registration number, and, where applicable, driver's license number and alien registration number We will take a copy of your identification, national insurance number and proof of address if you attend a job interview.

3) Sensitive information

Legal Basis	Items Collected
PIPA Art. 23(1) 1(Consent), 2(Required or permitted by applicable law)	● Your health (for example if you ask us to provide you with special assistance arrangements during your flight or at one of the airports or during your holiday, to determine your fitness to fly with us, or if you specify a particular meal preference indicative of a medical condition or sensitivity to certain foods). ● Your gender ● Your religion (for example if you specify a particular meal preference indicative of a particular religion such as a kosher or halal meal). ● Your race, ethnicity, religious or philosophical beliefs and sexual orientation for the purpose of our diversity and equal opportunities records. ● Your health as necessary for the purpose of arranging your interview or supporting your needs and access to our workplace if you are an employee. ● Biometric data in the form of photographs for the purpose of testing new technology at our check-in kiosks and boarding gates. ● Your criminal record for the purposes of completing background checks necessary for you to be able to work with us.

2. Provision of your Personal Information

We do not provide your personal information to third parties unless we have your consent or are permitted or required to do so under applicable law. Please refer to the table below for details on the current status of such third-party disclosures. You may refuse the provision of your personal information in accordance with **Section 10 (Your Rights)** of the Privacy Policy. However, please note that doing so may limit your ability to use our services.

Recipient of Personal Information	Legal Basis	Purpose of Use of by the Recipient	Items of Personal Information Provided	Retention and Use Period by the Recipient
General Sales Agent – yet to be appointed	Contractual Necessity	Booking flights and holidays with us on your behalf	Details about you such as name and contact details Details about the services you arrange with us such as the details of relevant flights or holidays purchased from us	In accordance with applicable laws

3. Entrustment of Personal Information Processing

In order to provide services efficiently, we entrust certain personal information processing activities to third-party service providers. When entering into such entrustment arrangements, we set forth in contracts or other written documents the prohibition of processing personal information beyond the scope of the entrusted services, requirements for technical and administrative protection measures, restrictions on subcontracting, supervision and management of the entrusted party, and liability for damages. We also monitor and supervise entrusted parties to ensure that they handle personal information securely. For cases involving the overseas entrustment of personal information, please refer to Section 4. Overseas Collection and Transfer of Personal Information.

Entrustee	Entrusted works
Sales Agent – yet to be appointed	Sales of airline tickets and ancillary services on our behalf
Ground Handling / Supervisory & Support Services – yet to be appointed	Provision of ground handling services and related supervisory and support services.
Logistical services related to transportation of goods and cargo – yet to be appointed	Provision of logistics services relating to the transportation of air cargo.
Cargo Services Provider – yet to be appointed	Provision of services relating to the movement and delivery of air cargo.
Catering – yet to be appointed	Provision of on-board catering to passengers including processing of information relating to dietary requirements.
Security – yet to be appointed	Provision of security services for flights.

4. Overseas Collection and Transfer of Personal Information

We collect and process your personal information in the United Kingdom.

We may transfer your personal information overseas with your consent or where such transfer is necessary for the performance of a contract with you, including for the purposes of entrustment or storage. Please refer to the table below for the current status of cross-border transfers of your personal information. You may refuse such transfers in accordance with Section 10 (**Your Rights**) of this Privacy

Policy. However, please note that doing so may limit your ability to use our services.

Recipient Entity	Legal Basis	Personal information item to be transferred	Transferred country	Transfer time, method	Purpose for recipient's use of personal information	Retention period
Tourvest Duty Free (Uk) Limited	Performance of contract	Contact details including name, address, phone number and details of products purchased.	UK	Online transmission when purchasing duty free.	To provide duty free purchases by customer.	2 years
Omnevo GmbH	Performance of contract	Your use of our systems and services; Details about you; Identification documents / information ; and duty free purchase details.	Germany	Online transmission when browsing Retail Therapy website and purchasing duty free.	To operate the Retail Therapy website and allow customers to make duty free purchases online.	2 years
Delta Air Lines, Inc.	Performance of contract	Details about you; Identification documents / information; Details about the services you arrange with us, Financial information and transaction data	UK & US	Online transmission at the time of customer engagement with VA/ booking.	Enabling ticket sales to customers.	In accordance with applicable laws.
MedAire, Inc	Protection of vital interests	Information about passengers' health in the event of an incident or during pre-flight (fit to fly) checks. Usually the passenger talking to MedAir themselves. Name / medical condition.	UK	At the time of the incident or fit-to-fly check. Electronic transmission.	Providing medical assistance in the event of an emergency on board.	In accordance with applicable laws.
Personal MedSystems GmbH (CardioSecur)	Protection of vital interests	Medical emergencies in-flight to run ECG/ Passenger information does not include passenger name, address or seat number.	ECG at the primary site in Germany with a back-up in Finland.	At the time of the incident. transmission.	Providing medical assistance in the event of an emergency on board.	10 years
Tata Consultancy Services	Performance of contract /	Details about you; Identification documents / information; Details about the services you arrange with us, Financial information and transaction data	Various global locations	Online transmission and digital interfaces within our IT network	Provisions of IT support and consultancy services to us.	In accordance with applicable laws.
Virgin Red Limited Email: membersupport@virgin.com	Performance of Contract	The details provided on your account registration form and any amendments to your online profile as well as details of your loyalty points (including earning and redeeming points).	UK	Online transmission upon creation of loyalty account and booking.	Enable passengers to join Flying Club and Virgin Red Loyalty Programme, to update your details and for points reconciliation purposes.	Duration of loyalty membership and whilst points in account.
Alteryx, Inc.	Performance	Loyalty account	Ireland	Online	Loyalty points	1 year

	e of contract	information including points accrued and loyalty account number; booking information including reference and PNR.		transmission upon booking.	reconciliation.	
Genesys Europe B.V.	Performanc e of contract	Details about you; Details about the services you arrange with us; Financial information	Netherla nds/UK	Online transmission upon creation of communication or call.	Providing customer contact centre support services including calls and messaging.	Custom e r calls and messages are stored for 12 months. All other data to be deleted on terminati on of contract.
Salesforce UK Limited	Performanc e of contract	Frequent flyer number, passport, nationality, last name, title, first name, salutation, gender, nationality, passport number, PNR booking reference, date of birth, telephone, nationality, mobile, email	UK	Online transmission throughout relationship.	Sales deals, promotions, contracts, marketing communications, customer service	3 years
Marketing agencies and advertising providers / networks including third parties that manage promotions and competitions	Consent	Contact details including name, email address, address, phone number, information about preferences and interests	Varies by third party	Online transmission throughout relationship.	Manage marketing or research campaigns	12 months
Companies within the Virgin Group, our Partner Airlines, Virgin Red Limited and Loyalty Partner	Performanc e of contract; Consent	Contact details including name, email address, address, phone number; loyalty membership information including membership number, Flying Club details and points information.	UK and other countries in which our Partner Airlines and Loyalty Partners operate.	Online transmission following booking.	We share your information with our Flying Club partners if you have agreed that you are happy to hear from them about products, services and offers that may be of interest. We also share your Flying Club information to administer the relevant services to you, carry out statistical	As determin ed by the relevant third party.

					analysis, do market research and enable you to take advantage of the loyalty benefits available through our Flying Club and/or Flying Co programme, e.g. to credit your Flying Club account with Virgin Points.	
Fraud detection agencies	Performance of contract	Name, email address, address, phone number, transaction details	Varies by third party	Online transmission	Prevent and identify fraudulent activity	In accordance with applicable laws.
SkyTeam Airline Alliance Management Coöperatie U.A.	Performance of contract	Contact details including name, address, email; loyalty account information including frequent flyer details, loyalty number and points information; booking information including flight details, ticket information and PNR.	Netherlands	Online transmission following booking.	Provide passengers with a seamless travel experience.	As determined by the relevant airline.
Travel agents, tour operators and cargo booking agents or other third parties who have made a booking on your behalf.	Performance of contract	Identification documents / information, details about the services arranged with us.	The country in which the third party is located.	Online transmission following booking.	Information received from travel agents.	As determined by the relevant third party.
Third party suppliers that we work with to provide your booking and other services and that are delivering a portion of your itinerary e.g. airlines, tour operators, transport companies, excursion providers, insurance	Performance of contract	Identification documents / information, details about the services arranged with us.	The country in which the third party is located.	Online transmission following booking of the relevant service / travel itinerary.	To provide you with services and deliver the travel itinerary you have requested.	As determined by the relevant third party.

companies, car hire companies, cruise agents, codeshare partners and travel agents.						
Airports, customs, immigration /border control and/or other regulatory / government authorities	Compliance with legal requirement.	Advance Passenger Information which includes the basic information contained in your passport that you would be required to present on your arrival (see here for more details).	The country in which the relevant authority operates	Online transmission following booking.	The majority of destinations require us to provide 'Advance Passenger Information' about you to the border/immigration authorities of your travel destination. In addition, laws in certain countries in your itinerary such as the USA and countries your flight may fly over require us to provide certain additional advance information about you and your travel arrangements. We will provide this information where we are required to do so. In addition, we may disclose personal information relating to cargo consignments to customs or other governmental / regulatory authorities in the country of departure and/or destination.	As determined by the relevant third party.
Selected third parties that you consent to our sharing your information with for marketing purposes	Consent	Contact details including name, email address, address, phone number.	Country in which the selected third party operates	Online transmission when you consent to third party marketing.	To enable the third party to send you direct marketing requested by you.	Until the customer rescinds consent.
Prospective buyer and successor of	Consent.	All personal information collected by us as set out in this privacy	Country in which the	Online transmission on potential or	Your information may be disclosed to any potential	If a prospective Buyer

our business		notice.	prospective buyer or successor operates.	actual sale.	buyer or successors of our business, in the event of re-organisation, merger or sale, for them to use for the purposes as set out in this privacy notice.	is unsuccessful, on termination of the negotiations. For successors of our business, our standard retention periods will continue to apply.
Courts and professional advisors including legal advisors and accountants	Compliance with legal obligation	Personal data relevant to the relevant claim or issue.	The country in which the relevant courts / advisors operate.	Online transmission at any time.	Where necessary to enable us to enforce our legal rights, or to protect the rights, property or safety of our employees or where such disclosure may be permitted or required by law.	In accordance with applicable laws.
Cellpoint Digital	Performance of contract	Payment card details (stored as masked card details), name, email address, phone number, IP address	Europe	Transferred as soon as the details are entered into the payment page of the website or app	To pay for flights and ancillary services pre-departure	6 years
Realex	Performance of contract	Payment card details (stored as masked card details), name, email address, phone number, IP address	UK and Ireland	Transferred as soon as the details are entered into the payment page of the website or app or taken by the contact centre	To pay for flights and ancillary services pre-departure	6 years
Nuvei	Performance of contract	Payment card details (stored as masked card details), name, email address, phone number	UK and Netherlands	Details are provided by CPD to Nuvei who process the payments and store the data	To pay for flights and ancillary services pre-departure	6 years
Worldpay	Performance of contract	Payment card details (stored as masked card details), name, email address, phone number	UK, Ireland and US	Details are provided by CPD and Realex to Worldpay who process the payments and store the data	To pay for flights and ancillary services pre-departure	6 years
American Express	Performance of contract	Payment card details (stored as masked card details), name, email address, phone number	UK, Ireland and US	Details are provided by CPD and Realex to AMEX who process the payments and	To pay for flights and ancillary services pre-departure	6 years

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5. Changes to this Privacy Policy

This Privacy Policy is the most current version and is effective as of 15 October 2025.

Previous versions of the Privacy Policy can be accessed through the links below:

- Privacy Policy (2 October 2025)