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volaris.com.mx

Privacy Policy Statement

The Concesionaria Vuela Compañía de Aviación, S.A. de C.V. ("Volaris") website (www.volaris.com.mx), commits to protecting your privacy. This Privacy Policy Statement details the information you provide us with as a site user, how we collect it, what we do with it, and how we protect it.

Personal information

In order to process your reservation we must obtain some of your personal information. This information includes name, address, telephone number, e-mail, credit card information, and additional data concerning the payment process. All information related to your credit card is used exclusively at the time you contract services offered by Volaris.

In addition, we collect email addresses of those people communicating with us via e-mail, aggregate information on what pages are visited, as well as any other information offered voluntarily, such as survey information and/or site registrations. When visiting our Web page, our server automatically recognizes your domain name, however, it does not recognize your e-mail address.

In cases where passengers require special medical needs, we may ask for information regarding their health status to arrange for any necessary preparations for the flight.

Upon request, we offer correcting saved information in your contact by either one of two ways: (i) reaching our Call Center; or (ii) through our site in the update contact information feature.

The information you provide us with as a user of our Website may be used to: contact you in case of schedule changes or delays, verify your credit card information, detect or prevent felonies, conduct customer surveys, conduct customer relationship management, improve the content of our Web page, and notify you about updates to our Website. If you supply us with your telephone numbers online, we will only contact you in case of changes to your itinerary or for issues related to the payment process.

The personal information you provide us with as a user of our Website should be accurate and should correspond to your current situation.

Security

At Volaris, we follow strict procedures guaranteeing the security of the information you provide us with as a user of our Website. When we transfer and receive certain types of sensitive information such as financial, schedule and personal information, we will notify you through a pop-up screen that you are being redirected to a secure server.

At our physical facilities we have taken all the appropriate security measures to protect against the loss, misuse or alteration of information that you may have provided us with as a user of our site. Our security procedures require that you prove your identity before revealing any important information about your flight reservation and schedule. We do not provide site visitors access to information that we have collected and maintain about them.



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Personal information that is provided upon use of our system may only be revealed to third parties through, (i) express consent; (ii) as per an administrative or judicial resolution or order; and (iii) when it is personal information that is considered public by disposition of law.

Cookies

Cookies are small data files that may be placed on your computer's hard drive or on a website. Cookies do not gather information from your hard drive, nor do they harm your computer or files. You are not under obligation to accept our cookies, in fact, you may modify your browser and change the settings allowing you to accept cookies.

Volaris uses cookies to record session information, such as services that you add to your reservations or record user-specific information on what pages you access or visit, however, this information is used anonymously and aggregated so that individuals may not be identified with it.

When you visit our site, our server will record your IP information, in addition to the date, time and length of the visit. An IP address is an assigned number, just like a telephone number, allowing a computer to connect to the Internet.

Marketing

If you are interested, you can receive e-mail information on our promotions and additional services. When you book a flight, you may select to either accept or reject this option. If you want to unsubscribe to Volaris emails, all our messages include the option of removing your address from our lists.

Ad Servers

We do not partner with or have special commercial relationships with any ad server companies.

Links to Third Party Websites

The Volaris Privacy Statement only affects Websites that are our property. It does not include links to other websites. The use of information gathered by these sites is, solely, the responsibility of those sites. Please consider that other organizations have their own policies regarding the collection and use of personal information, and the use of cookies. If you are concerned about the use other websites may have of your information, we recommend you read their privacy statements or contact them directly through their own sites.

Changes to Privacy Policy Statement

Volaris reserves the right to totally or partially modify the terms and conditions stated in this Privacy Statement, in which case you will be notified, so that, as a user, you have the options to reject the use of the information you provide us for these new purposes if you desire to do so. For this reason, we kindly ask that you return to our Website periodically.



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Acceptance of the Privacy Statement

In case there is no express opposition for the intended use of our Website, we understand you agree to the use given to the personal information provided in accordance to the terms and conditions of this document.

Users of our Website may prevent their information from being used for purposes other than those for which it was originally intended, by reaching us through the -Your Experience- link on volaris.com.mx. For any questions please contact us at this link.

Contact Information

You can reach us via the "Your Experience" link on the green button of our website, or by phone at 1 866 988 3527 toll free from the United States, 1102 8000 from Mexico City and the Greater Metropolitan Area, and 01 800 1228000 from any other city in Mexico.