

Website www.aircompense.com is administered by Compensair (hereinafter – the Administrator). The Administrator’s website - www.compensair.com.

PAYMENT POLICY

1. Personal Client`s bank account details and a copy of passport are requested by Compensair for transferring the Compensation/Refund for delayed or cancelled flight for fulfilling the agreement between Compensair and the Client. Bank account details may be disclosed to the airline, a consumer protection body, a court and other third parties for the purpose of receiving compensation or if it’s required by law.

2. Generally, requested Client`s bank account details include the following information:

- 1) Bank name;
- 2) Beneficiary;
- 3) Account currency;
- 4) Account number / IBAN;
- 5) SWIFT.

The abovementioned list is not exhaustive.

3. By accepting to the Terms and Conditions, in order to receive compensation, the Client expresses his will to open a Balance. When Compensation/Refund is received at the Balance, Client has the right to transfer the amount of money to the personal bank account with a deduction of Service Fee.

4. At its work Compensair pursues to deal with the specific bank details that are requested in the personal profile of the Client. If the provided details do not match the options that are available in the Client’s profile on the Website, Compensair reserves the right to ask for another bank details, or to offer the Client to transfer Compensation/Refund first to the bank account of Compensair, from which Compensation/Refund will be transferred to a personal bank account.

5. Bank account details are governed by general rules of obtaining, processing and storage of personal data established by Privacy Policy with some exceptions.

In particular when the Client exercises his right to erasure his personal data which includes bank account details Compensair has a right to keep the Client`s bank details for compliance with the requirements of the legislation in the field of audit and taxation.

Updated on 22 July 2020