

Air Ruatoria – Privacy Policy

Last updated: 11 March 2026

This Privacy Policy apply to all personal information collected by Air Ruatoria Limited in relation to flights it operates.

What we collect

We collect personal information from you as set out below:

- Information you provide when booking a flight, such as your name, contact details.
- Third parties where you have authorised this or where it is publicly available (for example, on Facebook).
- Bank account or credit card information for billing purposes.
- Information required to comply with the Civil Aviation Act.

If you choose not to provide us with essential passenger information, we may be unable to lawfully operate your flight and may need to cancel your booking.

Why we collect it

We collect your personal information in order to:

- Provide our services to you.
- Comply with reporting passenger requirements set out in the Civil Aviation Act 1990.
- Contact you in relation to your flight e.g. if there are changes to your flight.
- Improve our services to you and our customers.

Who we share it with

We may share your personal information with:

- The Civil Aviation Authority to report on the number of passengers we carry and the flying hours flown each month.
- Police and law enforcement agencies where disclosure is necessary under the Privacy Act (for example, to address a serious threat).
- Trusted service providers (for example, those who support our booking systems, payment processing, communications and cloud-based data storage) inside and outside New Zealand.

We only disclose the minimum information necessary for each purpose and use reasonable endeavours to require the third party to treat your personal information in the same manner as we do.

Your right to access and correct

You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong. If you'd like to exercise these rights, please contact us at:

Email: mahanga@air-ruatoria.nz

Mobile: 021 2200 737

Post: P O Box 25, Ruatoria, Aotearoa

Disposal

We retain your personal information only for as long as necessary for the purposes for which we obtained it and to resolve disputes or enforce agreements.