

# SPIRIT AIRLINES PRIVACY POLICY

At Spirit Airlines (“Spirit” or “we” or “us”), your privacy is important to us. Certain information about you may be collected when you use a Spirit website ([www.spirit.com](http://www.spirit.com)) and any other website owned, operated or controlled by Spirit), the Spirit mobile application and related mobile services, or other services linking or referring to this privacy policy (all, collectively, the "Spirit Services"). This policy describes the information we collect about you, why we collect it, how we protect it, and how we use it. By using the Spirit Services, you consent to the collection, storage and use of your information as described herein and to any other term set forth in this policy. We reserve the right to modify this privacy policy at any time, in whole or in part, without notice to you, by posting the revised policy on [www.spirit.com](http://www.spirit.com).

## What is your privacy policy for SMS messages?

Spirit Airlines respects your privacy and will only use information provided to Spirit Airlines Travel Notifications SMS program to transmit text message to which you subscribe. Spirit Airlines reserves the right to disclose information to satisfy requests by law enforcement or governmental agencies, to avoid liability, or to protect Spirit Airlines. You agree that all information submitted in connection with the Spirit Airlines Travel Notifications SMS program is correct and true information. If we believe that any such information is inaccurate or misleading, we may refuse you access to the service.

## What kind of information do we collect?

We collect information -- such as your name, email address, billing address, phone number, and, if you make a purchase of any kind, credit card number -- that you provide to us when you engage with, or use, the Spirit Services (including booking a reservation) or when you participate in a Spirit contest, promotion, or survey. We also maintain a record of your online booking history and we may collect certain activity data.

## How do we use your information?

The information that we collect from you helps us to improve our website design and your overall experience as a Spirit guest. When you use the Spirit Services or purchase any service or product from Spirit, we use the information you provide us to process your reservation or purchase. We will also send you an e-mail message informing you that your reservation has been confirmed, and may send you e-mail and text messages with flight related updates. Additionally, we may need to contact you via e-mail or phone if we have other questions or information regarding your reservation. When you opt-in to receive certain promotional offers or other marketing materials, we may use the e-mail and/or mailing address you provide to send you the offers and materials.

## Do we share your information with third parties?

We may contract with third parties to assist us in maintaining and managing our guest information and experience, to fulfill promotions, to communicate with our guests, and, as further described below, to collect certain anonymous information when you use the Spirit Services. However, we do not authorize any of those third parties to use your information in any other way. When we offer contests and promotions, or join with another company to do so, guests who choose to participate in those contests and promotions may be asked to provide personal information in order to participate. That information may then be used by us and our partners to notify winners or to fulfill promotional obligations. Additionally, when you purchase services or products that are to be provided by another party (for example, a hotel accommodation, rental car or mile redemption partner), we share your information with the third-party so that the third-party can provide the services or products you purchased. We do not sell your name or any other personally identifiable information to third parties, and we use it only in accordance with this policy.

## How do you remove your information from the spirit.com e-mail list?

We want to communicate with you only if you want to hear from us. If you prefer to stop receiving information from us about our special offers and promotions via email, please visit our [email Sign Up page](#) accessible from the home page or simply follow the instructions on our email(s). You may also opt-out of receiving communications from us by sending us a message at [spirit.com/Help](mailto:spirit.com/Help). Please include your email address and full name with your request.

## How and why do we use cookies on spirit.com?

A cookie is a small data file that Web sites often store on your computer's hard drive when you visit. Spirit uses cookies, but we do not store personally identifiable information in your cookie.

We use cookies in order to improve your online experience and to facilitate effective site administration. Cookies enable us to keep track of your reservation as you book on our site. They also allow us to recognize guests who have saved their info with us when they visit, and to provide those guests with their account information. If you save your info with Spirit or book on our site, we use cookies to monitor and maintain information about how you use our site and what you book. If you have not saved your info with us or booked from our site, we may monitor and maintain information about your use of our Web site in a manner that does not identify you. In either case, this information helps us to serve you better by improving our site design, as well as our products, services, contests, and promotions.

Through our use of cookies, we track and maintain the identity of the Web site you visited immediately prior to visiting [www.spirit.com](http://www.spirit.com). Keeping track of the site you came from prior to visiting [www.spirit.com](http://www.spirit.com) can help us to improve our site design.

You can refuse cookies by turning them off in your Web browser. However, if you turn off cookies, we will not be able to track your reservation, which means you may be unable to book on our site. Also, we may not be able to recognize you as a guest who has saved information with us.

We allow certain third-party companies to serve ads and/or collect certain anonymous information when you visit our web site. These companies may use information (not including your name, email address, telephone number or any other personally identifiable information) about your visits to this and other web sites in order to provide advertisements about goods and services of interest to you. Such third parties do not collect personally identifiable information. If you would like more information about this practice and to know your choices about not having this information used by these companies, you can visit the [Network Advertising Initiative web site](#).

## How do we make sure your reservation is secure?

Protecting your reservation information is our priority. We use Secure Sockets Layer (SSL) technology to ensure the security of your online information. To check the security of your connection, look at the lower left-hand corner of your browser window after you access our secure server. If you see an unbroken key or a closed lock (depending upon your browser), then SSL is active. To double-check for security, look at the URL line of your browser. If you have accessed a secure server, the first characters of our site's address should change from "http" to "https."

To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial policies and procedures to safeguard and secure the information we collect from you online.

We are also a PCI level 1 merchant and adhere to PCI audit standards.

## What about links to other Web sites and services?

Spirit.com may contain links to other sites that are not under our control. These Web sites have their own policies regarding privacy, and we strongly suggest you review those policies before visiting these sites. Spirit has no responsibility for linked Web sites and provides these links solely for the convenience and information of our guests.

### What about information collected from children?

We may collect travel information, which may include personal information, about children when it is required to comply with applicable law (including Federal aviation or security regulations) or as otherwise required in connection with our air transportation services. Other than for such limited purposes, we do not knowingly collect personally identifiable information from children under the age of 13. If a child provides us with personally identifiable information without parental or legal guardian consent, the parent or legal guardian may contact us via [spirit.com/Help](http://spirit.com/Help) to obtain and review that information and/or to request that we remove it from our records.

### What if you have questions, comments or concerns?

If you have any questions, comments or concerns about our privacy policy please contact us via e-mail at [spirit.com/Help](http://spirit.com/Help).

Thank you for reading our privacy policy.

Last Updated: October 4, 2018