

SITA AT BORDERS ETHICS CHARTER

We believe that Border Management systems are vital for safety and security and to protect the free movement of the billions of travelers that board an aircraft every year. Our intent is always that SITA's Border Management solutions should help to realize these benefits.

We place the utmost importance in conducting our business in a responsible, sustainable and ethical manner, ensuring that we can continue to hold our head high as a respected and trusted corporate citizen.

Therefore, we provide Border Management solutions in accordance with the following principles:

1. **Human rights** – we support the dignity and human rights of individuals and families; We always conduct our business in accordance with the prevailing principles and standards of the United Nations and all applicable legislation, as well as our own code of conduct.
2. **Personal data** – our systems meet relevant data privacy regulations including GDPR; Acting as a data processor we expect data is retained only for as long as it is necessary for its legitimate use; We only provide data network services in connection with the traveler journey.
3. **Biometrics** – SITA is committed to ethics and global standards in the use of biometrics, with the expectation that our customers will follow relevant best practices and comply with applicable legislation when operating any SITA-provided Border Management solution; As a member of the Biometrics Institute, we manage biometric identity information in accordance with the Institute's ethical best practice.
4. **International standards** – we align our systems with internationally recognized initiatives to strengthen border security, including those of the United Nations, ICAO, and the European Union; We comply with (and enable SITA customers and associated stakeholders to comply with) UN and EU regulations and directives concerning border security.
5. **Under government control** – we expect the decision-making authority for border control decisions to always remain with the government, including the definition of the rules used by individual governments for risk assessment; Government's should apply appropriate control measures, including providing human in-loop safeguards to ensure that information provided, and recommendations made by the system are validated before being enacted.
6. **Transparency and fairness** – we are cognizant of the possibility of error and bias in computer algorithms. Therefore, we take all possible practical measures to ensure that the data sets and advanced technologies used represent the world fairly, diversely and free from bias and discrimination; All outputs from our systems are traceable and explainable.
7. **Compliance** – we ensure compliance with our ethical intent by applying additional governance to our Border Management business and solutions design in the form of SITA's ethics oversight committee.