

<TEMPLATE NOTICE TO DATA SUBJECTS>

Re: Notice of Important Data Security Incident

Dear [Individual Name]:

FlightAware respects the privacy of your personal information and takes the security of that information seriously. We write to let you know about a data security incident that potentially involves your personal information and out of an abundance of caution, we are requiring you to reset your password upon your next login or you may go directly to the following web address (<https://www.flightaware.com/account/reset>).

What Happened?

On July 25, 2024, we discovered a configuration error that may have inadvertently exposed your personal information in your FlightAware account, including user ID, password, and email address. Depending on the information you provided, the information may also have included your full name, billing address, shipping address, IP address, social media accounts, telephone numbers, year of birth, last four digits of your credit card number, information about aircraft owned, industry, title, pilot status (yes/no), and your account activity (such as flights viewed and comments posted). Additionally, our investigation has revealed that your Social Security Number may have been exposed.

What We Are Doing?

FlightAware values your privacy and deeply regrets that this incident occurred. Once we discovered the exposure, we immediately remedied the configuration error. Out of an abundance of caution, we are also requiring all potentially impacted users to reset their password. You will be prompted to do so at your next log-in to FlightAware.

As a precautionary measure, FlightAware is offering you comprehensive credit monitoring services for two years at no expense to you. In order to activate your free coverage with Equifax, kindly follow the instructions in the attached pre-printed instructions. Your individual promotional code may be found in the header of the instructions.

Please note that this notification was not delayed as a result of a law enforcement investigation.

What Other Step Can You Take?

Please review the attachment to this letter (Additional Guidance) for further information on steps you can take to protect your personal information.

If there is anything FlightAware can do to further assist you, please contact Collin White, Customer Service Manager (collin.white@flightaware.com; 713-877-9010).

Sincerely,

Matt Davis,
President and General Manager
FlightAware, Inc.

Additional Guidance

- **Review Your Account Statements and Notify Law Enforcement of Suspicious Activity**

As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent institution or any suspected incidence of identity theft to law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (“FTC”).

- **File a Complaint with the FTC**

To file a complaint with the FTC, go to www.ftc.gov/idtheft or call 1-877-ID-THEFT (877-438-4338). Complaints filed with the FTC will be added to the FTC’s Identity Theft Data Clearinghouse, which is a database made available to law enforcement agencies. The FTC also provides a free copy of “Taking Charge: What to Do if Your Identity is Stolen” to help guard you against and deal with identity theft. This comprehensive guide can be found at www.ftc.gov/bcp/edu/pubs/consumer/idtheft/idth04.shtm.

- **Obtain a Copy of Your Credit Report**

You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com>, calling toll-free 877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print a copy of the request form at <https://www.annualcreditreport.com/cra/requestformfinal.pdf>.

You can also elect to purchase a copy of your credit report by contacting one of the three national credit reporting agencies. You can contact the three national credit reporting agencies as provided below:

EQUIFAX Consumer Fraud Division P.O. Box 740256 Atlanta, GA 30374 800-525-6285 security.dataadministration@equifax.com	EXPERIAN Consumer Fraud Assistance P.O. Box 9556 Allen, TX 75013 888-397-3742 businessrecordsvictimassistance@experian.com	TRANSUNION Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19016-2000 Phone: 800-680-7289
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- **Place a Fraud Alert on Your Credit Report**

We recommend placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least 90 days. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit

report, contact any of the three reporting agencies identified above. Additional information is available at www.annualcreditreport.com

- **Place a Security Freeze on Your Credit Report**

In some US states, consumers are also allowed to place a security freeze on their credit report. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

In some cases, if you have been a victim of identity theft, and provide the credit reporting agency with a valid police report, the agency cannot charge you to place, lift or remove a security freeze. In all other cases, each credit reporting agency may charge you a small fee to place, temporarily lift, or permanently remove a security freeze. To place a security freeze on your credit report, you must send a written request to **each** of the three major consumer reporting agencies (Equifax, Experian, and TransUnion) by regular, certified or overnight mail at the addresses listed above.

In order to place a security freeze, you may be required to provide the consumer reporting information agency with information that identifies you, including your full name, Social Security Number, date of birth, current and previous addresses, copy of your state-issued identification card and proof of your current address, such as a bank or insurance statement.

- **Additional Information for Maryland and North Carolina Residents**

Maryland residents may review information provided by the Maryland Attorney General on how to avoid identity theft at <http://www.oag.state.md.us/idtheft>, or by sending an email to idtheft@oag.statemd.us, or calling 410-576-6491.

North Carolina residents may obtain information provided by the North Carolina Attorney General at <http://www.ncdoj.gov>, by calling 877-566-7226, or writing to 9001 Mail Service Center, Raleigh, NC 27699.