

FlightGPT Terms of Use and Privacy Policy

Terms of Use

Last Updated: July 18, 2025

1. Acceptance of Terms

By using FlightGPT's services through WhatsApp (+234 902 879 9744), you agree to be bound by these Terms of Use. If you do not agree to these terms, please do not use our services.

2. Service Description

FlightGPT is an AI-powered travel booking assistant that operates through WhatsApp, allowing users to search, compare, and book flights, hotels, and car rentals. We utilize the Amadeus global distribution system to access inventory from 900+ airlines, 650,000+ hotels, and 23,000+ car rental locations worldwide.

3. User Responsibilities

Accurate Information: You must provide accurate and complete information when making bookings. Any errors in the information you provide may result in booking complications or additional charges.

Account Security: You are responsible for maintaining the confidentiality of your WhatsApp account and all activities that occur through your account.

Payment: You agree to pay all charges associated with your bookings. Payments are processed through secure Stripe payment links.

4. Booking and Cancellation Policies

Booking Confirmation: Bookings are confirmed only after successful payment and receipt of confirmation from the service provider.

Cancellation and Changes: Cancellation and modification policies are subject to the terms and conditions of the airline, hotel, or car rental provider. FlightGPT will assist with cancellations and changes but cannot guarantee refunds or fee waivers.

Third-Party Policies: All bookings are subject to the terms and conditions of the respective service providers (airlines, hotels, car rental companies).

5. Service Availability

FlightGPT services are available 24/7 through WhatsApp. However, we do not guarantee uninterrupted service and may experience downtime for maintenance or technical issues.

6. Limitations of Liability

FlightGPT acts as an intermediary between you and travel service providers. We are not liable for:

- Flight delays, cancellations, or changes
- Hotel overbookings or service issues
- Car rental availability or condition
- Any indirect, incidental, or consequential damages

7. Intellectual Property

All content, features, and functionality of FlightGPT are owned by us and are protected by copyright, trademark, and other intellectual property laws.

8. Termination

We reserve the right to terminate or suspend your access to our services at our sole discretion, without prior notice, for conduct that violates these terms.

9. Governing Law

These terms are governed by the laws of Nigeria. Any disputes will be resolved in the courts of Lagos, Nigeria.

10. Changes to Terms

We reserve the right to modify these terms at any time. Continued use of our services after changes constitutes acceptance of the new terms.

Privacy Policy

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1. Information We Collect

Personal Information: Name, phone number, email address, date of birth, passport information, and payment details as necessary for booking travel services.

Communication Data: Messages, voice notes, and images sent through WhatsApp for the purpose of processing your travel requests.

Booking Information: Travel preferences, search history, booking details, and transaction records.

2. How We Use Your Information

Service Provision: To search, compare, and book travel services according to your requests.

Communication: To respond to your inquiries and provide customer support through WhatsApp.

Booking Management: To process payments, send confirmations, and manage your bookings.

Service Improvement: To enhance our AI capabilities and improve user experience.

3. Information Sharing

Travel Providers: We share necessary information with airlines, hotels, and car rental companies to complete your bookings.

Payment Processing: Payment information is securely processed through Stripe and is not stored on our systems.

Amadeus GDS: Booking data is transmitted through Amadeus secure infrastructure for inventory access and reservation management.

Legal Requirements: We may disclose information when required by law or to protect our rights and safety.

4. Data Security

Encryption: All data is encrypted at rest and in transit using industry-standard encryption protocols.

WhatsApp Security: We leverage WhatsApp's end-to-end encryption for all communications.

Secure Infrastructure: Our systems operate through Amadeus secure infrastructure with backup systems for continuity.

Access Controls: Limited access to personal information on a need-to-know basis.

5. WhatsApp Integration

Platform Security: We utilize WhatsApp's built-in security features including end-to-end encryption and chat locking capabilities.

Data Processing: Messages and media sent through WhatsApp are processed by our AI systems to fulfill your travel requests.

Chat History: You can lock your FlightGPT chat for additional privacy, hiding booking history in a secret folder accessible only with your device credentials.

6. Data Retention

Booking Records: We retain booking information for up to 7 years for customer service and legal compliance purposes.

Communication Data: WhatsApp messages are processed in real-time and are not permanently stored on our servers beyond operational requirements.

Payment Information: Payment details are not stored on our systems and are handled exclusively by Stripe.

7. Your Rights

Access: You can request access to your personal information held by us.

Correction: You can request correction of inaccurate personal information.

Deletion: You can request deletion of your personal information, subject to legal and operational requirements.

Portability: You can request a copy of your personal information in a structured format.

8. International Transfers

Your information may be transferred to and processed in countries other than Nigeria as part of our global travel booking operations. We ensure appropriate safeguards are in place for such transfers.

9. Cookies and Tracking

Our WhatsApp-based service does not use cookies or tracking technologies. Any data collection is limited to information you provide directly through WhatsApp communications.

10. Children's Privacy

Our services are not intended for individuals under 18 years of age. We do not knowingly collect personal information from minors without parental consent.

11. Third-Party Links

Our service may contain links to third-party websites. We are not responsible for the privacy practices of these external sites.

12. Contact Information

For questions about these terms or privacy practices, contact us through WhatsApp at +234 902 879 9744 or send a message with "privacy" or "terms".

13. Changes to Privacy Policy

We will notify users of any material changes to this Privacy Policy through WhatsApp notifications. Your continued use of our services constitutes acceptance of the updated policy.

Contact: WhatsApp +234 902 879 9744 **Service Hours:** 24/7 AI Assistant **Emergency Support:** Available through WhatsApp

This document serves as both our Terms of Use and Privacy Policy. By using FlightGPT services, you acknowledge that you have read, understood, and agree to be bound by these terms.