

## PROS DATA PROCESSING ADDENDUM

### ANNEX 1: DETAILS OF PROCESSING OF CUSTOMER PERSONAL DATA

**LAST UPDATED:** December 24, 2025

#### ***Categories of Data Subjects and Personal Data Processed***

Customer may submit personal data to the Subscription Service, the extent of which is determined and controlled by Customer in its sole discretion. Depending on the use case and the applicable Subscription Service, this may include, but is not limited to, the following categories of personal data and Data Subjects:

Subscription Service	Categories of Personal Data	Categories of Data Subjects
<ul style="list-style-type: none"> <li>• <b>Smart Price Optimization &amp; Management</b></li> <li>• <b>PROS Contribution Management System (CMS)</b></li> <li>• <b>Rental Optimizer</b></li> <li>• <b>Smart Configure, Price, Quote</b></li> <li>• <b>PROS Revenue Management</b></li> <li>• <b>PROS Market Valuation Module (MVM)</b></li> <li>• <b>PROS Real-Time Dynamic Pricing (RTDP)</b></li> <li>• <b>PROS Group Sales Optimizer (GSO)</b></li> <li>• <b>PROS Dynamic Offers</b></li> <li>• <b>PROS Pricing Cache</b></li> <li>• <b>PROS Digital Retail</b></li> <li>• <b>PROS Dynamic Ancillary Pricing</b></li> <li>• <b>airTRFX</b></li> <li>• <b>airModules</b></li> <li>• <b>airWire</b></li> <li>• <b>airSEM</b></li> <li>• <b>DataCore</b></li> <li>• <b>NDC Gateway</b></li> </ul>	<ul style="list-style-type: none"> <li>• Contact information: name, title, position, employee ID, email address, telephone number</li> <li>• User log-in ID &amp; credentials</li> <li>• Log data with system or network activity details</li> <li>• IP address</li> </ul>	Users of the Subscription Service
<ul style="list-style-type: none"> <li>• <b>Smart Configure, Price, Quote</b></li> </ul>	<p>This will depend on your configuration, but may include:</p> <ul style="list-style-type: none"> <li>• Contact Information: name, title, position, employer, email address, telephone number, address</li> <li>• Certain Personal Life Data to the extent necessary to perform the configure, quote process</li> </ul>	<ul style="list-style-type: none"> <li>• Prospects, customers and business partners of Customer (who are natural persons)</li> <li>• Employees or contact persons of Customer's prospects, customers and business partners</li> </ul>
<ul style="list-style-type: none"> <li>• <b>PROS Group Sales Optimizer (GSO)</b></li> </ul>	<ul style="list-style-type: none"> <li>• Contact Information: name, title, redress number</li> <li>• Identification Data: date of birth, gender, passport information (number, country of issue, expiry date, nationality)</li> <li>• Flight Information: PNR locator (booking reference number), E-ticket number</li> </ul>	<ul style="list-style-type: none"> <li>• Customers/ passengers of Customer</li> <li>• Employee's or contact persons of Customer's</li> </ul>

Subscription Service	Categories of Personal Data	Categories of Data Subjects
	<ul style="list-style-type: none"> <li>Travel information: frequent flyer airline &amp; number, known traveler number, destination address (street, postal code, city, country, state), health data (where relevant to travel requirements including Special Service Request (SSR) Code)</li> <li>Depending on your payment gateway and configuration: certain credit or debit card information</li> </ul>	business partners and vendors
<ul style="list-style-type: none"> <li><b>PROS Digital Retail</b></li> </ul>	<ul style="list-style-type: none"> <li>Identification data: name, email address, telephone number, log-in ID, date of birth</li> <li>IP address</li> <li>Travel information: Meal preferences, health data (where relevant to travel requirements), certain additional information to the extent required by the destination authorities (e.g. gender, destination address, home city/state/address, travel document number, issue country, passport information, redress number)</li> </ul>	Customers/passengers of Customer
<ul style="list-style-type: none"> <li><b>PROS Servicing Chatbot</b></li> </ul>	<ul style="list-style-type: none"> <li>Contact Information: name, email address, mobile number, preferred language, Facebook data access (FB ID, first name, last name, middle name, name format, Image, short name)</li> <li>Identification Data: date of birth, nationality, gender</li> <li>Flight Information: Flight reservation number, PNR locator (booking reference number)</li> <li>Travel information: Health data (where relevant to travel requirements), hotel reservation number, meal and transportation voucher number</li> <li>Meta data: Data Device ID, IP Address, MAC Address</li> </ul>	Customers/passengers of Customer
<ul style="list-style-type: none"> <li><b>airTRFX</b></li> <li><b>airModules</b></li> <li><b>DataCore</b></li> </ul>	<ul style="list-style-type: none"> <li>IP address</li> <li>For DataCore Customers subscribing to the Geolocation Add-on: geolocation data (approximate latitude and longitude coordinates)</li> </ul>	Prospects, customers of Customer
<ul style="list-style-type: none"> <li><b>NDC Gateway</b></li> </ul>	<ul style="list-style-type: none"> <li>Contact information: name, address, email address, telephone number, title and position</li> <li>Identification data: gender, age or date of birth, nationality, citizenship or immigration information,</li> <li>Travel information: meal preferences, health data (where relevant to travel requirements), personal Tax ID, visa number, passport or ID information, PNR locator, booking reference number, e-ticket number, redress number, SSR Code, loyalty program information</li> <li>Financial data: transaction ID and, depending on your payment gateway and configuration, certain credit or debit card information</li> </ul>	Customers/passengers of Customer
<p><b>“Users”</b> include Customer’s employees, consultants, clients, external users, contractors, agents or other third parties authorized by Customer to use the Subscription Service and been assigned unique user identifications and passwords.</p>		