



**TERMS OF USE OF PUBLIC WIFI  
IVATO AND NOSY BE AIRPORTS AND THEIR  
ANNEX SITES**

Ref : INF- INS-040  
Revision : 02  
Date : 09/03/26

**Terms of Use of Public Wi-Fi within the Ivato and Nosy Be airport platform and its ancillary sites**

The purpose of this document is to define the terms of use of the Wi-Fi internet connection service ("Terms or General Terms of Use") available within the Ivato and Nosy Be airport platform and its annexed sites.

The provision of Wi-Fi is subject to the regulatory provisions applicable to the service, including but not limited to:

- Laws and regulations applicable to the protection of personal data
- Laws and regulations applicable to communication and telecommunications
- Law 2014-006 on cybercrime and laws and regulations on intellectual property

**1. Definitions and Abbreviations**

« **Airport(s)** » collectively refers to both Ivato and Nosy Be airports and individually to Airport.

« **Operator** » or « **Ravinala Airports** » : the manager of Ivato and Nosy Be Airports.

« **User(s)** » : the person using the public wifi of the Airports.

« **Wifi** » or « **Service** » : the internet connection via wifi.

**2. Declaration**

- (i) By using the Wi-Fi, you declare that you have read and accepted all of these Terms.
- (ii) You commit to fully comply with them and acknowledge that your equipment, its content, and the use of the Wi-Fi service are entirely your responsibility.
- (iii) You waive any recourse against Ravinala Airports due to its use.
- (iv) You agree that your personal data may be collected, stored, and used by Ravinala Airports solely for the purpose of promoting the airports of Ivato and/or Nosy-Be and in accordance with applicable law and regulations. You thus agree that Ravinala Airports may send various communications to the provided email address (information about the airport, promotional offers, etc.).



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### **3. Access to the Service**

The Service is made available to users during the Airport's opening hours. The user must provide their email address in order to be able to benefit from the Service.

The use of the Service is free of charge.

No user support service is provided. Connection to the network is done using the User's email address.

### **4. User Responsibility**

The User of the Service is required to provide their personal email address. Unauthorized use of a third party's email address constitutes identity theft, which is subject to legal action. Ravinala Airports cannot guarantee the User's real identity and shall not be held liable in the event of the use of an address belonging to a third party.

The User is solely responsible for any direct or indirect, material or immaterial damage caused to themselves or to third parties due to their use.

Any loss, forgetting, misappropriation, or unauthorized use of a User's codes and their consequences are the sole responsibility of that User. Any access to the network by the User is done under their full responsibility.

### **5. Suspension or Termination of the Service**

In case of the User's non-compliance with these General Terms of Use, at the request of third parties and/or any competent authority, the Dealer reserves the right to suspend, without notice, the Service temporarily or permanently without its liability being engaged and without the User being able to claim any compensation or remedy.

### **6. Terms of Use**

Before connecting, please read the General Terms of Use of the public Wi-Fi service at Ivato International Airport which, after authentication and use, will be accepted without reservation by the User :

(i) The use of the Wi-Fi Service is subject to compliance with applicable laws and regulations. The use of this service constitutes irrevocable acceptance by the User, without any signature being required, of all the provisions and obligations contained in these Terms.



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(ii) The User acknowledges being in a place open to the public. He agrees to use his equipment (laptop, personal assistant) and the service in accordance with the law and ethics, specifically prohibiting any behavior and any use contrary to public order and good morals. In particular, he must not use his equipment or this service for illegal, illicit, or prohibited purposes, that is, without this list being exhaustive :

- He agrees to comply with applicable laws and regulations and refrains from accessing, posting, or displaying content and information, whether or not it is posted online on the Internet but considered illegal by legal texts or courts, such as information, messages, texts, images, or videos that are violent, incite violence or hatred, or degrading to human dignity, pornographic or pedophilic and/or having a provocative nature and harming the integrity or sensitivity of anyone.

(iii) The user agrees to respect the privacy of any person and the confidentiality of correspondence. They are prohibited from intercepting any message and communication sent via telecommunications.

(iv) The user declares that they are using an email address of which they are the owner or authorized to use.

Ravinala Airports reserves the right to block certain sites that may be contrary to public order, good morals, and the ethics of Ravinala Airports.

## **7. Compliance with legal and regulatory provisions**

He undertakes to comply with legislation and regulations on personal data and automated processing of personal information as well as legislation and texts relating to copyrights, trademarks, patents, and intellectual and industrial property. He forbids himself from any reproduction or use in violation of these laws, whether it concerns multimedia creations, software, texts, press articles, photos, sounds, images of any kind, trademarks, patents, designs and models; it being specified that any mention relating to the existence of rights on these elements and/or data and/or files cannot be removed and that any reproduction of a work or of any of these elements and/or files and/or data without the consent of the rights holder constitutes an infringement. Within the framework of using this service, the User forbids himself from :

- collecting or gathering any information concerning third parties without their consent ;
- defaming, disseminating, harassing, stalking, threatening anyone, nor violating the rights of others ; creating a false identity ;
- attempt to gain unauthorized access to a service and/or a file, or data ;
- distribute or download items containing software or other elements protected by intellectual property rights, unless they hold said rights or have received all necessary authorizations to do so ; send any unsolicited message or make mass mailings such as "spamming" ;



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- send any mail and/or electronic message containing threatening, abusive, defamatory, obscene, indecent, illegal statements or infringing on individuals' rights and the protection of minors ;
- transmit any virus, Trojan horse, logic bomb, or any other harmful or destructive program to third parties and/or any user ;
- attempt to gain unauthorized access to an automated data processing system and remain there ;
- disrupt the services and/or content and/or data to which he accesses ;
- send chain letters or offer sales ;
- send any advertisement, promotional message, or any other form of unsolicited solicitation or canvassing ;
- harass, threaten, or insult and, more generally, violate applicable rights ;
- knowingly transmit files containing viruses or corrupted data.

The User must take all necessary measures to protect their own data and/or software, notably from contamination by potential viruses circulating on the network or from intrusion by a third party into their terminal system.

It is the responsibility of the User to ensure that they have the necessary hardware, software, and browsers to use this Service. The User remains solely responsible for the security and protection of their connected equipment. Ravinala Airports is not responsible for possible connection issues depending on the computers, and the agents do not intervene on users' personal hardware.

We inform the users of the service that the new provisions applicable in the fight against terrorism involve the obligation to retain technical connection data for a period of 12 months, namely: the time, duration, identifier, and location of the connection.

## **8. Exclusion of Liability of the Concessionaire**

The Concessionaire :

- is not responsible for the Service's speed, which notably depends on the number of Users connected simultaneously and the services of the internet connection provider via wifi.
- cannot be held responsible for the content or services accessed and does not guarantee either the accessibility of content and services or the speed of use; access to the Wi-Fi service may be suspended at any time without notice.
- is not responsible for content accessible via the Internet and for any damages that may arise from their use.



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• cannot be held responsible for the use of data and information that the User of the Service may have entered on the Internet and disclaims any responsibility for the consequences of fraudulent, abusive, or excessive use of the Service.

The Concessionaire's liability cannot be engaged towards the User of the Service :

- In case of misuse of the Service,
- In case of incorrect installation and/or incorrect configuration and/or malfunction of the User's computer equipment and/or the Wifi wireless network card,
- In case of non-compliance with its obligations,
- In case of inability to access a page or network,
- In case of disruptions or interruptions or total or partial unavailability of the Service,
- In case of force majeure

#### **9. Regulations Relating to Personal Data**

Personal data will be collected and processed by RAVINALA AIRPORTS in order to control access to our network and to improve our Service. Your data will be retained for the period necessary for the purposes mentioned above and to comply with applicable regulations, and then archived in accordance with these regulations.

Ravinala Airports undertakes not to transmit the data collected in the context of access to the Service, not to disclose the connection information (web pages, date and time of connection and disconnection) collected during the User's use of the Service, and to respect private correspondence received or transmitted by the User on its network and/or on the Internet. Exceptions to this privacy rule may be made within the limits allowed by law, at the request of public and/or judicial authorities.

In accordance with Regulation (EU) 2016/679 and the applicable national regulations, the natural persons concerned by this processing have the rights of access, rectification, erasure, restriction of processing, and data portability regarding the Data, and may set directives concerning the retention, deletion, and communication of personal data after death.

Toute personne physique peut également, pour des motifs légitimes, s'opposer au traitement des données la concernant. Le cas échéant, pour exercer ses droits, un courrier recommandé avec accusé de réception devra être adressé à l'adresse suivante :

Aéroport d'Ivato Antananarivo – DPO – Ancienne Tour de Contrôle Ivato  
Aéroport Antananarivo Madagascar.

A l'attention du Délégué à la Protection des Données RAVINALA AIRPORTS



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- Vous pouvez également exercer vos droits en envoyant un email à l'adresse suivante : [dpo@ravinala-airports.aero](mailto:dpo@ravinala-airports.aero)
- Any request (by postal mail or by email) must be accompanied by a photocopy of the applicant's identity card.

### **10. Applicable law**

These General Terms of Use are subject to Malagasy law.

Any dispute relating to the interpretation, validity, and/or execution of these General Terms of Use will be submitted to the competent Court of Antananarivo.

### **11. Contact**

For any complaints, suggestions, or comments, you can contact us by email : [helpdesk@ravinala-airports.aero](mailto:helpdesk@ravinala-airports.aero)

**For survey purposes, we may contact you through your email address for the Service within 48 hours of your use of the Service to collect your feedback.**