

# How deceptive design undermines choice and privacy

@grommoen #deceivedbydesign

# Airlines Must Refund Tickets — Not Just Offer Vouchers — For Flights Delayed Or Canceled Because Of COVID-19, Government Warns

Forbes



Hi

Due to the current situation, we need to adjust and change our flight schedules. We understand that this is not optimal for you and we are aware of the impact this decision has. But your safety and well-being is always our highest priority.

If you've booked a flight with us with departure scheduled before 31 May, we have different options.

## REBOOK YOUR TRIP

If you've booked a trip with departure scheduled before 31 May 2020, you can rebook your flight without having to pay a rebooking fee. If you opt to rebook, you can choose a new travel date up to 30 April 2021. Please note, however, that if you change to a higher fare type, you may need to pay the difference.

To rebook your trip, just go to My bookings.

[MY BOOKING](#)

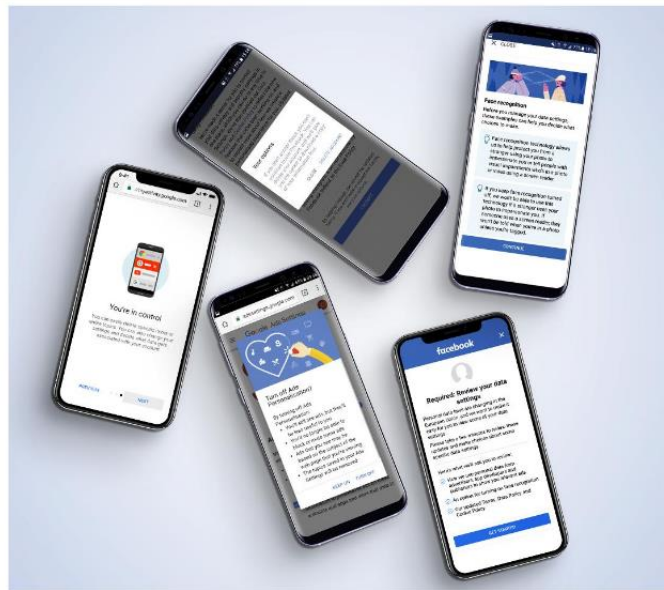
## GET A VOUCHER

If you prefer, you can postpone your trip and get a travel credit voucher with the value equivalent to your booking. The voucher has to be used for a trip within 1 year from date of issue of the voucher.

To get your voucher, just go to My bookings.

[MY BOOKING](#)

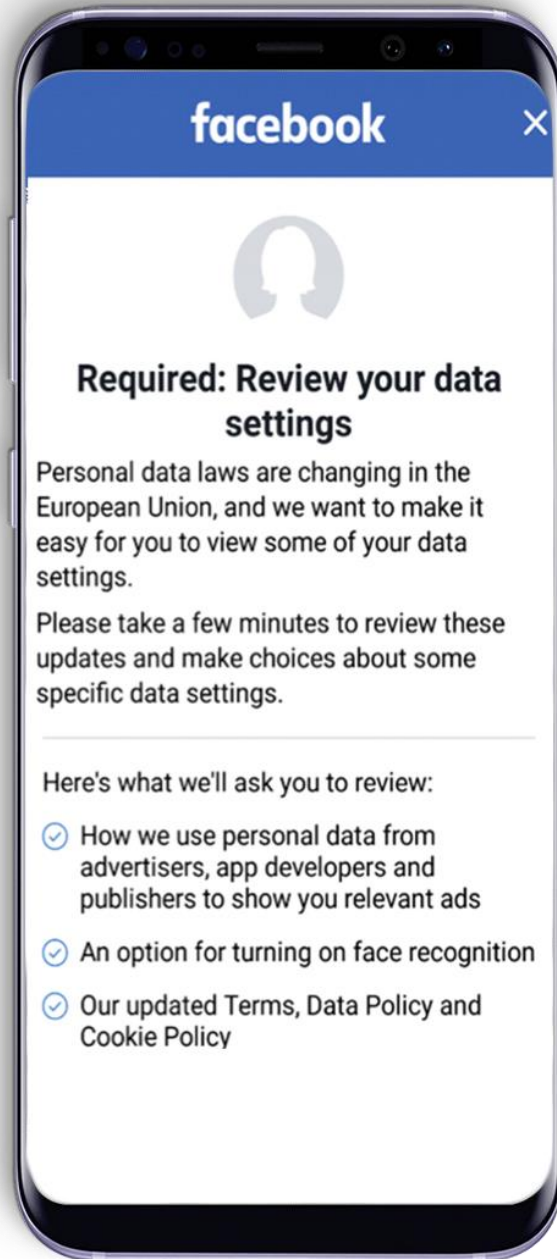
[Here, you can read more about different alternatives.](#)



## DECEIVED BY DESIGN

How tech companies use dark patterns to discourage us from exercising our rights to privacy

27.06.2018



facebook



### Required: Review your data settings

Personal data laws are changing in the European Union, and we want to make it easy for you to view some of your data settings.

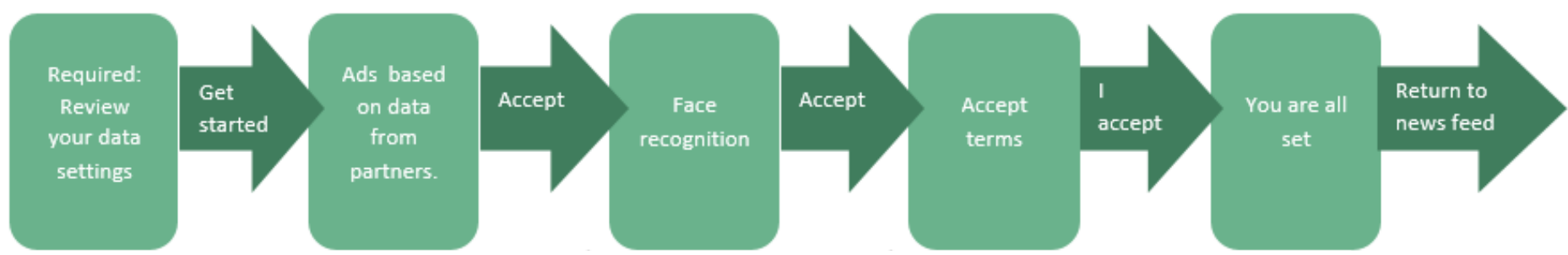
Please take a few minutes to review these updates and make choices about some specific data settings.

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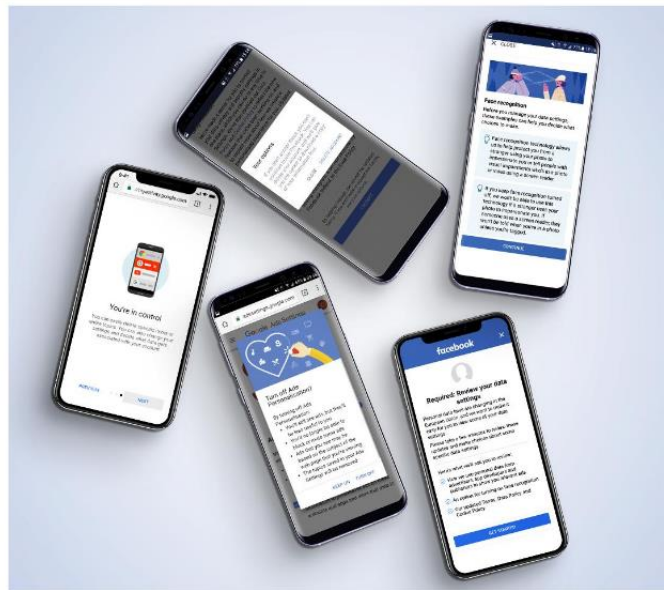
Here's what we'll ask you to review:

- ✓ How we use personal data from advertisers, app developers and publishers to show you relevant ads
- ✓ An option for turning on face recognition
- ✓ Our updated Terms, Data Policy and Cookie Policy









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