

# FlySafair to launch Telegram support channel

FlySafair has announced that it will launch a Telegram customer support channel amid rising concerns about privacy thanks to new terms of service announced by WhatsApp.



Image Supplied.

New updates to the WhatsApp terms of services will see users having to agree to allow the platform to share user data with parent company Facebook from 8 February or lose access to their accounts.



## WhatsApp users flock to Telegram, Signal following privacy policy debacle

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The proposed change has sparked worldwide controversy with several companies and influential individuals announcing moves to rival messaging platforms like Telegram and Signal.

In 2019, FlySafair launched functionalities that allowed customers to both receive boarding passes and access customer support via WhatsApp.

"The platform was an immediate hit, and we have a lot of customers actively using it, but we realise that many may have

concerns regarding these recent updates," says Kirby Gordon, chief marketing officer at FlySafair.

The company will launch a customer service facility on Telegram this week. FlySafair says that a Telegram Boarding Pass solution is also in development.

"Details of one's travel plans are obviously deeply personal and we are required to use a fair deal of private information to effect bookings, so it's essential that our customers feel comfortable with the channel we offer."

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