



Air Falcon Ltd·Manor Farm·Brampton Bryan·Bucknell·Shropshire·SY7 0DH
VAT Number: 112867223
Company Reg: 06489362

Privacy Notice

Updated 24th May 2018

Air Falcon Ltd (we/us/our) are committed to protecting your personal data, handling it responsibly and respecting your privacy. This policy covers the personal data that we collect whenever you interact with us, including when you use our website, when you correspond with us by email, text, or phone. It also covers personal data we may receive from third parties.

What is personal data?

Personal data or personal information is any information about an individual from which that person can be identified. It does not include anonymous data.

Through our website you are not required to provide any personal data. If you choose not to provide personal data when requested to do so, in many cases we will not be able to provide you with our products or services or respond to any queries you may have.

Air Falcon Ltd.'s data protection and privacy measures are governed by the (i) the General Data Protection Regulation ((EU) 2016/679) ("GDPR") and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (ii) any successor legislation to the GDPR or the Data Protection Act 1998 ("Data Protection Legislation").

For the purposes of Data Protection Legislation, we may collect personal data for customers such as contact details to provide a service, Air Falcon Ltd will be data controller. Where Air Falcon Ltd are provided with information from a third party or a customer relating to a passenger that we are arranging a charter for, we are data processors; we will only process such data in accordance with the customer's instructions.

What personal data will Air Falcon Ltd collect about me?

- When you contact Air Falcon Ltd directly (not through a third party), we may collect personal data including, but not limited to; your name, mailing address, telephone number, email address, passport details, credit/debit card or bank details.
- If you use the website www.airfalcon.co.uk cookies are created. These cookies are for the function of the website and to track potential errors. Cookies include: ASP-NET_sessionId and JSESSIONID. These cookies expire at the end of sessions – when a visitor closes their browser or goes to another website. Because they do not remain on your computer it has no way of tracking your website usage or retaining any of your data post expiry. This means that consent is not required.

How is my personal data collected?

You may directly provide your personal data to us, or we may collect your personal data from third parties, such as customers providing your passenger details for arranging a charter.

When will Air Falcon Ltd contact me?

- In relation to any service you have agreed to, to ensure that Air Falcon Ltd can deliver - e.g. to ensure payment of your charter, offer other charter related services, or to enquire whether you're in need of our services.
- In relation to any correspondence we receive from you or any comment or complaint you make about Air Falcon Ltd.

How will Air Falcon Ltd use my data?

- To submit a flight request to our operations team
- To book a private flight for you
- To contact you about your flight

How long will Air Falcon Ltd keep my personal data?

We retain your personal data for as long as it is necessary and relevant for our operations. Generally, we keep personal data until the contract has been fulfilled. After it is no longer necessary for us to retain your personal data, we dispose of this data in a secure manner. If you have any questions in relation to our retention periods, please contact us at ops@airfalcon.org

Will Air Falcon Ltd share my personal data with anyone else?

Air Falcon Ltd does not sell or rent your information to and third party. We only share your information for the purposes of your requested flight, flight, booking and communications with Air Falcon Ltd. This may include sharing your details with third parties or service providers for the purposes of business administration, accounting or legal compliance. Air Falcon Ltd may share data to protect the rights, property or safety of Air Falcon Ltd customers or for the purpose of fraud prevention, law enforcement or national security.

Can I delete my data?

Yes, if your contract has been fulfilled you can request to have your data deleted. To make a deletion request please contact our Data Protection team at ops@airfalcon.org. You have the right to ask for a copy of any of your personal data held by Air Falcon Ltd.

Will Air Falcon employees have access to my personal data?

To make sure your personal data is secure we communicate our privacy and security guidelines to all Air Falcon employees and strictly enforce privacy safeguards within Air Falcon Ltd.

Links to other websites

The website www.airfalcon.co.uk may from time to time provide links to other websites. We have no control over and are not responsible for the content of such websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy of such websites before using them.

How do I contact Air Falcon Ltd?

For any queries or comments about this privacy policy or updates, amendments, and corrections to your records, or for personal data requests, please contact ops@airfalcon.org or by post to: Data Protection Team, Manor Farm, Brampton Bryan, Bucknell Shropshire, SY7 0DH

If you wish to make a complaint about how we use your information, please contact our data protection team.

Changes

We will occasionally update this privacy policy. Any changes will be posted on the website. Check the website periodically to check for amendments to this policy.