



Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact Details:

SE49, Gloucestershire Airport, Staverton, CHELTENHAM, Gloucestershire, GL51 6SP
01452714555
ops@heliflightuk.co.uk

What Information We Collect, Use, and Why

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Date of birth
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)
- Health and safety information
- Photographs or video recordings
- Identification documents
- Information relating to compliments or complaints

We also collect or use the following special category information to provide services and goods, including delivery. This information is subject to additional protection due to its sensitivity:

- Health information

We collect or use the following information for the operation of customer accounts and guarantees:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Account information, including registration details
- Information used for security purposes

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Addresses
- Marketing preferences

Lawful Bases and Data Protection Rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which mean you may not receive all the information you ask for. [Read more about the right of access](#).
- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#).
- Your right to erasure - You have the right to ask us to delete your personal information. [Read more about the right to erasure](#).
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#).
- Your right to object to processing - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#).

- Your right to data portability - You have the right to ask us to transfer the personal information you gave us to another organisation, or to you. [Read more about data portability](#).
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#).

If you make a request, we must respond to you without undue delay, and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our Lawful Bases for the Collection and Use of Your Data

Our lawful bases for collecting or using personal information to provide services and goods are:

- *Consent* - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- *Contract* – we must collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- *Legal obligation* – we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- *Public task* – we must collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for the operation of customer accounts and guarantees are:

- *Consent* - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- *Contract* – we must collect or use the information so we can enter into or carry out a contract with you. All your data protection rights may apply except the right to object.
- *Legal obligation* – we must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

- *Public task* – we must collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as ours. All your data protection rights may apply, except the right to erasure and the right to portability.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- *Consent* - we have permission from you after we gave you all the relevant information. All your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How Long We Keep Information

In accordance with the regulation laid down by the UK CAA, we hold customer data for 5 years. After this time, all records are destroyed.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with:

Data processors

- Flying Outfits who undertake some pleasure flights on our behalf.
- Voucher Resellers who sell vouchers for flight experiences on our behalf.

Others we share personal information with

- Relevant regulatory authorities
- Publicly on our website, social media or other marketing and information media (photographs and testimonials, with permission)
- Suppliers and service providers

How to Complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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