

On 25th May 2018, the new General Data Protection Regulations come into force – this policy has been updated to take into account the new regulations. Essentially, we need to tell you in plain language what data we collect, how we store it, why we collect it and what we do with it. We also remind you of your rights in relation to data of yours that we may hold.

At Voler Aviation Services Limited we are committed to protecting your privacy. Voler Aviation Services Limited who are registered with the UK Information Commissioner's Office for the purposes of processing personal data under registration number **ZA553348**.

Voler Aviation Services Limited is the "Data Controller" responsible for collecting, storing and processing data we collect from our customers in the course of doing business. We will never share your data with 3rd parties unless required to do so by government departments or law enforcement agencies.

Information Collection

You can visit most pages on our websites without giving us any information however, when you place an order with us, for a flight booking and/or a voucher purchase, or request a charter quote we collect various details from you in order to fulfil your order.

A list of data collected is;

On placing an order or charter request quote, we collect – First name, last name, email address, mobile telephone number and passenger body weight – for vouchers where you select a postal option, we also collect a mailing address to send the parcel to.

Payment info – We do not collect or store payment card details, these are handled by 3rd party payment providers (Stripe, PayPal & Global Payments).

Marketing data

We do not use data collected for marketing purposes unless you follow one of the obvious links to sign up to our mailing list – This directs you to a 2-step process to sign up for marketing information using a 3rd party provider and in all subsequent mailings, you have a clear option to unsubscribe.

To improve our website performance and services, we may also collect certain information about your computer hardware and software including; operating system, browser, IP address, access times, referring websites, and may capture statistics on website use and behaviour patterns.

Customer review policy

By providing customer reviews or feedback via our feedback page or any internet or social media channel, correspondents undertake to have written their reviews based on their own opinions and experiences and that the information contained in their reviews is factual.

Any material considered inappropriate or offensive will be reported to the appropriate authority.

By submitting a review, correspondents grant their permission for us to publish their material online or via print media and where necessary the material will be edited for clarity and typing errors.

We never publish a reviewer's name in full.

Your consent

By using our website, you consent to the collection and use of your information as described in this policy. If we change this policy we will post an updated version on our websites to keep you aware of what information is collected, how it is used and under what circumstances we may disclose it

Under the new GDPR regulations you have the following rights over your data that we collect;

- The right to be informed
- The right to erasure
- The right to rectification
- The right to restrict processing
- The right to data portability

For more information on these regulations, please click here: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

Voler Aviation Services Limited ("us", "we", or "our") operates the website (the "Service"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information when you use our Service. We will not use or share your information with anyone except as described in this Privacy Policy. This Privacy Policy is licensed by [TermsFeed](#) to Voler Aviation Services Limited.

We use your Personal Information for providing and improving the Service. By using the Service, you agree to the collection and use of information in accordance with this policy. Unless otherwise defined in this Privacy Policy, terms used in this Privacy

Policy have the same meanings as in our Terms and Conditions, accessible on our website.

Information Collection and Use

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to, your name, your email address, phone number, postal address and other information ("Personal Information"). We will use this information to send you important transactional information relating to your flight with us, such as departure time and last-minute changes. Your information will not be shared with 3rd parties under any circumstances except when required by law.

Log Data

We collect information that your browser sends whenever you visit our Service ("Log Data"). This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

Cookies

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. We use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Service Providers

We may employ third party companies and individuals to facilitate our Service, to provide the Service on our behalf, to perform Service-related services or to assist us in analysing how our Service is used.

These third parties have access to your Personal Information only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Security

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

Links to Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third-party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit. We have no control over, and assume no responsibility for the content, privacy policies or practices of any third-party sites or services.

Children's Privacy

Our Service does not address anyone under the age of 13 ("Children"). We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your children have provided us with Personal Information, please contact us. If we discover that a child under 13 has provided us with Personal Information, we will delete such information from our servers immediately.

In summary

We are committed to protecting your privacy. We only use the information we collect on our website for legitimate business purposes