

# Privacy Policy

LyddAir Limited (“We” or “Us”) are committed to protecting and respecting your personal data and privacy. We will use your information in line with all applicable laws; including the Data Protection Act 1998 (DPA) and the General Data Protection Regulation 2018 (GDPR). This privacy policy sets out how we collect, use, maintain and disclose Personal Data.

This privacy policy should be read alongside, and in addition to, our Terms and Conditions.

For the purposes of the applicable Data Protection Laws, LyddAir Limited is the data controller. This means that LyddAir determines the purposes for which, and the manner in which, your Data is processed.

## What we collect

Personal data, or personal information, means any information about an individual from which that person can be identified.

We may collect, store and use the following categories of data about you which may vary according to your relationship with us:

- name, company name;
- gender;
- weight;
- next of kin details;
- contact details such as postal address, email address and telephone numbers;
- financial details and payment information;
- passport details for identification and verification purposes as required by law;
- IP address and cookies (Website);

## How we collect Data

### 1/ Data we collect from you

LyddAir will collect your Data from your interactions with us, for example:

- When you visit us onsite in person;

- When you contact us by telephone, through our Website, post, e-mail or through any other means;
- When you enter a competition or promotion through our Website or social media channel;
- When you complete forms on our Website;
- When you engage any of our services;
- When you make payments to us, through our Website or otherwise;
- When you register as a member with us and elect to receive marketing communications from us;
- If you supply goods or services to LyddAir.

## 2/ Data we receive from third parties

Sometimes LyddAir will collect Data received from third parties, for example:

- When you ask someone to book or make an enquiry on your behalf;
- When you visit our Website we may collect some information about you. This information helps us to make improvements to our Website content and navigation. The information may include your Internet Protocol (IP) address, your browser type and version, time zone setting, operating system and platform, times and frequency with which you access our Website and the way you use and interact with its content.

## Our use of Data

Any of the above Data may be required by us in order to provide you with the best possible service and experience when using our Website and/or any of our services.

Data may be used by us for the following reasons:

- Internal record keeping;
- To monitor and improve our services;
- To provide you with information and/or services that you request from us or which we feel may interest you, where you consented to be contacted for;
- To deal with your enquiries and requests;
- To provide reservation or booking services;
- To respond to your comments or complaints;
- To notify you about changes to our services;
- To perform the service and carry out our obligations arising from any contracts we have entered with you;

- To prevent and/or report fraud, terrorism, misrepresentation, security incidents or crime;
- When we need to comply with a legal obligation.

## Who we share Data with

LyddAir may share your Data with the following groups of people for the following reasons:

- Our employees, agents and/or professional advisors to enable processing your booking;
- Third party service providers who provide services to us and enable processing your flight;
- Third party payment providers who process payments made over our Website;
- Relevant authorities to comply with Customs and Border Force regulations and in the detection of crime and evasion taxes.

## Data retention and security

Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period that is necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.

We seek to use reasonable organizational, technical and administrative measures to protect personal information within our organization.

## Your rights

- Right to access – the right to request (i) copies of the information we hold about, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge for this, unless your request is “manifestly unfounded or excessive”. Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
- Right to correct – the right to have your Data rectified if it is inaccurate or incomplete.
- Right to erase – the right to request that we delete or remove your Data from our systems.
- Right to restrict our use of your Data – the right to “block” us from using your Data or limit the way in which we can use it.

- Right to Data portability – the right to that we move, copy or transfer your Data.
- Right to object – you have the right to object to us processing your Data in relation to direct marketing and/or profiling.

To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact [info@lyddair.com](mailto:info@lyddair.com).

## Links to other websites and cookies

Our Website may, from time to time, contain links to and from the websites of third parties. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy of other websites prior to using them and/or before you submit any personal information on other websites.

A cookie is a small data file that certain websites write to your hard drive when you visit them. The only personal information a cookie can obtain is information supplied by the user. You may choose to refuse cookies by turning them off in your web browser but, if you do so, some of the functionality of our Website may no longer be available to you.

## Changes to this privacy policy

We may update or amend this privacy policy from time to time to comply with law or to meet our changing business requirements. You should check back regularly to ensure you are aware of its content.

If you have any questions, comments or complaints about this privacy policy, please contact us using the details below:

LyddAir Limited

Lydd Airport

Romney Marsh

TN29 9QL Kent

United Kingdom

E-mail: [info@lyddair.com](mailto:info@lyddair.com)



This privacy policy applies to the following companies in our group:

Company name	Registration number
Atlantic Bridge Aviation	2335158
Lyddair Limited	4287335
World Executive Airways	4287335
Airshare	2335158

*Last updated May 2018*