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Flyparks Ltd
Kiln Heath Farm Business Centre
Antlands Lane
Shingley Bridge
Nr Horley
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RH6 9TF

This is privacy notice of Flyparks Limited company no.6526315 trading as gatwickparkandfly.com

We respect your privacy and are determined to protect your personal data. The purpose of this privacy notice is to inform you as to how we look after your personal data when you visit our website (regardless of where you visit it from). We'll also tell you about your privacy rights and how the data protection laws protect you.

This privacy notice is provided in a layered format so you can click through to the specific areas set out below.

- 1. WHO WE ARE AND IMPORTANT INFORMATION**
- 2. THE PERSONAL DATA WE COLLECT ABOUT YOU**
- 3. HOW WE COLLECT YOUR PERSONAL DATA**
- 4. HOW WE USE YOUR PERSONAL DATA**
- 5. WHO WE SHARE YOUR PERSONAL DATA WITH**
- 6. INTERNATIONAL TRANSFERS**
- 7. DATA SECURITY**
- 8. DATA RETENTION**
- 9. YOUR LEGAL RIGHTS**
- 10. CHANGES TO THIS NOTICE AND YOUR DUTY TO INFORM US OF CHANGES**
- 11. QUERIES, REQUESTS OR CONCERNS**

What is the purpose of this privacy notice?

This privacy notice aims to give you information on how we collect and process your personal data through your use of this website, including any data you may provide through this website when you make an enquiry, complete a booking, sign up to our newsletter (if applicable), Your feedback, contact forms and any other customer to service interface.

This website is not intended for children and we do not knowingly collect data relating to children.

You must read this privacy notice together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Data controller(s)

Gatwickparkandfly.com trading as Flyparks Ltd is the controller and responsible for your personal data (collectively referred to as "Flyparks Ltd", "we", "us" or "our" in this privacy notice). Our contact details are Flyparks Ltd, Kiln Heath Farm Business Centre, Antlands Lane, Shipley Bridge, Nr Horley, Surrey RH6 9TF info@gatwickparkandfly.com, Telephone Number 01293 783784. For all data matters please address any correspondence to the Data Protection Officer using the above contact details.

Third-party links outside of our control

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements.

When you leave our website, we encourage you to read the privacy notice of every website you visit.

2. THE PERSONAL DATA WE COLLECT ABOUT YOU

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

If you are making an enquiry/booking on behalf of another individual or group you agree that you have obtained authorisation and consent of the other person/s to act on their behalf. Furthermore, you allow Flyparks Ltd to collect, use and process the other person/s personal information in accordance with this policy.

If upon discovery you find your personal information has been supplied to us without your consent, please contact us immediately by email at info@gatwickparkandfly.com

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- **Identity Data** includes for example any individual's personal details i.e., first name, last name, title etc.
- **Contact Data** includes billing address, email address and any telephone numbers.
- **Booking Data** includes information on your vehicle (make, model and registration number), flight particulars and any other communications you have with us through telephone calls (maybe recorded), emails, letters and website contact page etc.
- **Financial Data** includes payment method i.e., bank account, payment card details etc.
- **Transaction Data** includes details about payments to and from/other details of products and services you have purchased from us.
- **Profile data** includes your username and passwords created by you to enable you to make your booking. (If applicable)
- **Usage Data** includes information about how you use our website and use our services.
- **Marketing and Communications Data** includes your preferences in receiving marketing from us and our third parties/your communication preferences.

- **Electronic Images** includes onsite CCTV and any additional images taken whilst your vehicle is in our care.
- **Sensitive Personal Data** includes information supplied from you concerning your physical or mental health to allow us to provide and perform our services safely and securely to you.

We do not collect any **Special Categories of Personal Data** about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

If you fail to provide personal data

Where we need to collect your personal data by law, or under the terms of a contract we have with you and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to complete your booking with us). In this case, we may have to cancel any booking with us but we will notify you if this is the case at the time.

3. HOW WE COLLECT YOUR PERSONAL DATA

We use different methods to collect data from you and about you including through:

- **Directly.** You may give us your identity, contact and financial data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you:
 - Apply for our services;
 - Create an account on our website (if applicable);
 - Subscribe to our service or publications (if applicable);
 - Request marketing to be sent to you.
- **Automated technologies or interactions.** As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies and other similar technologies. Please see our cookie policy for further details.

4. HOW WE USE YOUR PERSONAL DATA

We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:

- **Performance of Contract** this means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract.
- **Legitimate Interest** this means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

- **Comply with a legal or regulatory obligation** this means processing your personal data where it is necessary for compliance with a legal or regulatory obligation that we are subject to.

Generally, we do not rely on consent as a legal basis for processing your personal data other than in relation to sending third party direct marketing communications to you via email or text message. you have the right to withdraw consent to marketing at any time by contacting the Data Protection Manager at info@gatwickparkandfly.com or alternatively our postal address can be found at the beginning of this document.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

We have set out below, in a table format a description of all the ways we plan to use your personal data, with the legal bases we rely on to do so.

We will use your personal information to process and manage your booking and to fulfil our service to you. Our Gatwick park and ride service includes;

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	(a) Performance of a contract with you
Provide you with a booking Confirmation	(a) Identity (b) Contact	(a) Performance of a contract with you
To provide, manage and fulfil our service to you including: (a) Manage payments, fees and charges (b) Collect and recover money owed to us (c) Any changes/cancellations relating to your booking should you request it. (d) To check you in upon your arrival to our dedicated Gatwick parking facility (e) At the end of your booking period enable you to be checked out	(a) Identity (b) Contact (c) Financial (d) Transaction	(a) Performance of a contract with you (b) Necessary for our legitimate interests (to recover debts due to us)

<p>(f) Check your car into and out of our car park.</p> <p>(g) Enable you to use our transfer mini bus service</p>		
<p>To manage our relationship with you which will include:</p> <p>(a) Notifying you about changes to our terms or privacy policy</p> <p>(b) Asking you to leave a review or take a survey</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Profile</p> <p>(d) Marketing and communications</p>	<p>(a) Performance of a contract with you</p> <p>(b) Necessary to comply with a legal obligation</p> <p>(c) Necessary for our legitimate interests (to keep our records up dated and to study how customers use our services)</p>
<p>To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Technical</p>	<p>(a) Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise)</p> <p>(b) Necessary to comply with a legal obligation</p>
<p>To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you</p>	<p>(a) Identity</p> <p>(b) Contact</p> <p>(c) Profile</p> <p>(d) Usage</p> <p>(e) Marketing and communications</p> <p>(f) Technical</p>	<p>(a) Necessary for our legitimate interests (to keep our records up dated and to study how customers use our services, to develop them, to grow our business and to inform our marketing strategy)</p>
<p>To use data analytics to improve our website, services, marketing, customer relationships and experiences</p>	<p>(a) Technical</p> <p>(b) Usage</p>	<p>(a) Necessary for our legitimate interests (to define types of customers for our services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy)</p>

To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity (b) Contact (c) Technical (d) Usage (e) Profile	(c) Necessary for our legitimate interests (to develop our services and grow our business)
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communicate with you

We will also use your information to communicate directly to you using email, phone, text or if preferred by post to inform you about;

- Any issue relating to your booking
- Any request you have sent us concerning your enquiry/booking
- Any disruptions which may seriously affect your travel plans
- An unforeseen issue with the provision of the service you have booked
- Any feedback you have supplied to improve our service/provide a better experience
- Any marketing you have opted in to receive concerning our latest offer/promotions.

These communications are not made for marketing purposes and even if you opt-out from receiving marketing communications from us you may continue to receive them.

Marketing

We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising.

We may send to you marketing and communications if you have given your consent to receive them. If you no longer wish to receive these communications, please contact us by email at info@gatwickparkandfly.com or alternatively by telephone 01293 783784. Where you opt out of receiving these marketing messages, this will not apply to personal data supplied to us as a result of a previous service we provided to you.

We will not share your personal data with other companies for marketing purposes, unless we have your consent to do so.

Promotional offers from us

We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which services and offers may be relevant for you.

You will receive marketing communications from us if you have requested information from us or purchased services from us or if you provided us with your details when you entered a competition or registered for a promotion and, in each case, you have not opted out of receiving that marketing.

Third-party marketing

We will get your express consent before we share your personal data with any company outside the Flyparks Ltd group of companies for marketing purposes.

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when websites set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. For more information about the cookies we use, please see our cookie policy contained within this website.

Change of purpose

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to get an explanation as to how the processing for the new purpose is compatible with the original purpose, please contact the Data Protection Officer by email at info@gatwickparkandfly.com

If we need to use your personal data for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal data without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

5. WHO WE SHARE YOUR PERSONAL DATA WITH

We may have to share your personal data with the parties set out below for the purposes set out in the table in paragraph 4 above.

- Third Parties Service
 - Providers acting as processors based mainly in the UK who provide IT and system administration services.
 - Professional advisers as processors including, but not limited to, lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services.
 - Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

6. INTERNATIONAL TRANSFERS

We do not transfer your personal data outside the UK.

7. DATA SECURITY

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

8. DATA RETENTION

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

By law we have to keep basic information about our customers including contact, identity, financial and transaction data after they cease being customers for tax purposes.

In some circumstances you can ask us to delete your data: see **Your legal rights** below for further information.

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

9. YOUR LEGAL RIGHTS

Unless subject to an exemption under the data protection laws, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary to retain such data;
- The right to withdraw your consent to the processing at any time, where consent was the lawful basis for processing your data;
- The right to request that we provide you with your personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), where applicable i.e. where our processing is based on consent or is necessary for the performance of our contract with you or where we process your data by automated means);
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to our processing of personal data, where applicable i.e., where processing is based on our legitimate interests (or in performance of a task in the public interest/exercise of official authority); direct marketing or processing for the purposes of scientific/historical research and statistics).

If you wish to exercise any of the rights set out above, please contact our Data Protection Manager, the contact details of which, can be found at the beginning of the privacy policy.

No fee required – with some exceptions

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable admin fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

Time limit to respond

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

10. CHANGES TO THIS NOTICE AND YOUR DUTY TO INFORM US OF CHANGES

Please keep us informed if your personal data changes during your relationship with us. It is important that the personal data we hold about you is accurate and current.

11. QUERIES, REQUESTS OR CONCERNS

To exercise all relevant rights, queries or complaints in relation to this policy or any other data protection matter between you and us, please in the first instance contact our Data Protection Officer on info@gatwickparkandfly.com or alternatively post your correspondence to: Flyparks Limited, Kiln Heath Farm Business Centre, Antlands Lane, Shipley Bridge, Nr Horley, Surrey RH6 9TF.