



# Privacy Notice

## Introduction

This privacy notice sets out how Aviation Wingman uses and protects any information that you give us.

Aviation Wingman is committed to ensuring that your privacy is protected. Should we ask you to provide certain information from which you can be identified, then you can be assured that it will only be used in accordance with this privacy notice.

## What we collect

Your details may be processed electronically, on paper or a mixture of both, and a combination of working practices and technology are used to ensure that your information is kept confidential and secure. Records held by our clinics may include the following information:

- Name, date of birth, home address, contact telephone numbers and email address,
- How you heard about us,
- Any contact we have had with you, such as appointments and invoicing,
- Notes and reports about your learning,
- Relevant information from other training organisations.

## When we collect your personal information

We will collect your personal information in the following ways:

- Via our website or social media,
- From you when you complete any form on your first visit,
- In discussion with another training organisation.

## What we do with the information we gather

We require this information to understand your needs and provide you with an excellent service, and in particular for the following reasons:

- Internal record keeping,
- Invoicing and contact with you,
- We may use the information to improve our products and services,
- We may periodically send promotional emails about birthday offers, newsletters, and new products,
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, or post. We may use the information to customise our website according to your interests.

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## How long will we keep your personal information



## **AVIATION** WINGMAN

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

Even if we delete your data, it may persist on backup or archival media for legal, tax, or regulatory purposes.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways at any time:

- if you have agreed to us using your personal information for direct marketing purposes (eg birthday offers, newsletters) you may change your mind at any time by writing to or emailing us at [takeoff@aviationwingman.com](mailto:takeoff@aviationwingman.com) or by clicking 'unsubscribe' on our last email communication to you
- we will never sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small administration fee will be payable. If you would like a copy of the information held on you please write to:

**Gill Coates | Data Protection Officer**  
**[takeoff@aviationwingman.com](mailto:takeoff@aviationwingman.com)**

If you believe that any information we hold on you is incorrect or incomplete, please contact us either in writing or by telephone to advise us. We will promptly correct any information found to be incorrect and confirm with you when we have done so.

### **Policy Updates**

Aviation Wingman may update this policy from time to time. A copy of the revised policy will be made available on our website and on our clinic notice.