

Privacy Notice

Who are we?

Polar Helicopters is an approved CAA Flight Training Organisation with excellent facilities, a dedicated and experienced team of qualified instructors, and our own in-house examiner.

What is this Privacy Notice?

You have the right to be informed about the collection and use of your personal data. This is a key transparency requirement under the GDPR. We must provide you with information including why we process your personal data, how long we keep it for and who it will be shared with. We call this 'privacy information'. This notice is to let you know what this privacy information is.

What information do we collect from you?

We collect personal information from you when you book a flight with us or hire our aircraft. We collect personal details including:

- Contact details
- Emergency contact details
- Previous flight history (if applicable)
- Previous medical history

We also collect information during the our student training programme including:

- Student flight training progress records
- Technical Flight logs
- Examination records

How is this information obtained?

This information is collected directly from you when you book a flight or join our flight training programme.

How is this information used?

We use this information to form internal records of our student training and use of our aircraft. Any information collected is: of legitimate interest, a legal obligation, by consent, a contract, in public interest or of vital interest. We may use your contact details for informing you of new services or promotional activities that you may be interested in (if you have provided consent for us to do so). We may also use photographs from flights to promote our services on our Facebook business page (www.facebook.com/polarhelicopter) if you have provided consent for us to do so.

How do we keep your information up to date and accurate?

We aim to minimise data retained within Polar Helicopters Ltd by deleting any information that is no longer deemed necessary for business purposes. If there are any changes to personal data provided, please inform Polar Helicopters Ltd as soon as possible.

Will anyone outside of Polar Helicopters access my information?

We may share your personal data with third parties such as professional advisors including accountants, auditors, consultants, Civil Aviation Authority and HM Revenue & Customs.

How do we keep your data secure?

We have appropriate measures in place to keep your data safe.

- We limit access to data only to those that have a business need to know. They will access data only on our instruction and subject to a duty of confidentiality.
- Electronic data is kept on our business computer with access restricted to staff only, with individual password protection for each staff member.
- Hard copy documents including personal data are kept secure in a locked cabinet at all times with only staff having access to keys.
- Data breach procedures are in place. Any data breach will be reported as per legal requirements and those affected will be notified.

How long do we keep your data for?

We will only keep your data for as long as necessary to fulfil the purpose it was collected for. Any information required to be kept for legal, financial or tax purposes will remain secure for up to 6 years, after which time it will be destroyed or deleted. However, data may be deleted on request if it is not a legal obligation to retain it.

Your legal rights

You have rights concerning your personal data. You may:

- Request access to your data
- Request correction to your data
- Request erasure of your data
- Object to processing of your data
- Request information about your data
- Request restriction of processing your data
- Request not to be subject to automated decision-making
- Request transfer of your data

Should you have any queries about your data, please contact us.

Polar Helicopters

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