

Privacy Policy

1. Who are we?

We are Nightingale Luxury Travel Ltd, a travel agency based in Eton, Berkshire, United Kingdom.

2. Introduction

Nightingale Luxury Travel Ltd. is committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal information when you interact with us, including through our website, enquiries, bookings, and travel services.

This policy applies to all personal data we process in the course of our business.

2. Information We Collect

We may collect and process the following types of personal information:

- **Identity details:** name, title, date of birth, passport details (where required for travel)
- **Contact details:** email address, telephone number, postal address
- **Booking and travel information:** travel preferences, itineraries, accommodation, flight details, dietary or accessibility requirements
- **Payment information:** billing address and payment details (processed securely via third-party providers)
- **Communications:** correspondence with us by email, phone, digital messaging or online forms
- **Website usage data:** IP address, browser type, pages visited (via cookies or analytics tools)

4. How We Use Your Information

We use your personal data to:

- Provide and manage travel services and bookings
- Communicate with you regarding enquiries, itineraries, and arrangements
- Process payments and issue documentation
- Personalise our services to your preferences
- Comply with legal, regulatory, and contractual obligations
- Send marketing communications where you have opted in (you may unsubscribe at any time)

5. Legal Basis for Processing

We process your personal data under the following legal bases:

- **Performance of a contract** (to arrange and deliver travel services)
- **Legitimate interests** (to operate and improve our business)
- **Legal obligations** (e.g. tax, regulatory requirements)
- **Consent** (for marketing communications or sensitive data, where required)

6. Sharing Your Information

We may share your information with trusted third parties where necessary, including:

- Airlines, hotels, cruise operators, and ground service providers

- Payment processors and booking platforms
- IT, hosting, and CRM providers
- Legal or regulatory authorities when required by law

All third parties are required to handle your data securely and in accordance with applicable data protection laws.

Please note that,

- We do not sell your data.
- We do not share data without your consent or unless compelled by law.
- We only ask for and hold personal information that is relevant to allow us to carry out our business activities

7. International Transfers

As a travel company, your personal data may be transferred outside the UK or European Economic Area. Where this occurs, we ensure appropriate safeguards are in place to protect your data in accordance with GDPR requirements.

8. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, misuse, or alteration. Access to personal data is restricted to those who need it for legitimate business purposes.

9. Data Retention

We retain your personal data only for as long as necessary to fulfil the purposes outlined in this policy, including legal, accounting, and regulatory obligations.

10. Your Rights

Under data protection law, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Object to or restrict processing
- Withdraw consent at any time (where applicable)

To exercise your rights, please contact us using the details below.

11. Cookies

Our website uses cookies to improve functionality and user experience. You can manage or disable cookies through your browser settings.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Any changes will be posted on our website, and where appropriate, notified to you directly.

13. Contact Us

If you have any questions about this Privacy Policy or how we handle your personal data, please contact:

Nightingale Luxury Travel Ltd.

Email: info@nightingaleluxurytravel.com

Address: 6 Brocas Terrace, Eton, Berkshire, United Kingdom, SL4 6BS