

Privacy Notice

Who are we?

We are IPS Airways Limited our Company registration 13490986. We provide highly competitive direct flights to Pakistan from the UK. We are a professional organisation with over 50 years of experience within the Aviation industry. We aim to ensure the highest level of service, operations and safety is achieved for our staff and customers. Our goals and mission are to ensure anyone taking the journey from booking flight tickets to arriving at their end destination is seamless and stress-free. We set high standards for our third-party partners who we use to sell our tickets on their portals. The way we manage all data is paramount to us and we ensure that this is also the case for our third-party partners.

We understand that your privacy is important to you and that you care about how your personal data is used and shared online. We respect and value the privacy of everyone who visits this website and will only collect and use personal data in ways that are described here, and in a manner that is consistent with our obligations and your rights under the law (UK Data Protection Act 2018).

About this notice

This privacy notice tells you what to expect if we collect personal information about you.

We are committed to ensuring your privacy is protected. Should you provide us with personal information by which you can be identified or identifiable, then you can be assured that we will use that information only in accordance with this privacy notice. All, of our employees and third-party partners who have access to or are involved in the processing of personal information, will respect the confidentiality of such personal information.

Device information

Examples of Personal Information collected: version of web browser, IP address, time zone, cookie information, what sites or products you view, search terms, and how you interact with the Site.

Purpose of collection: to load the Site accurately for you, and to perform analytics on Site usage to optimize our Site.

Source of collection: Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels

Booking information

Examples of Personal Information collected: name, billing address, payment information (including credit card numbers, email address, and phone number).

Purpose of collection: to provide products or services to you to fulfil our contract, to process your payment information, arrange for the selected flight, and provide you with invoices and/or order confirmations, communicate with you, and when in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

Source of collection: collected from you.

Your Rights

2.1 As a data subject, you have the following rights under the UK Data Protection Act 2018 which this notice and Our use of personal data have been designed to uphold:

2.1.1 The right to be informed about our collection and use of personal data.

2.1.2 The right of access to the personal data We hold about you (see section 13)

2.1.3 The right to rectification if any personal data We hold about you is inaccurate or incomplete.

2.1.4 The right to be forgotten – i.e. the right to ask us to delete any personal data we hold about you (We only hold your personal data for a limited time, as explained in section 6 but if you would like us to delete it sooner, please contact us)

2.1.5 The right to restrict (i.e. prevent) the processing of your personal data.

2.1.6 The right to data portability (obtaining a copy of your personal data to re-use with another service or organisation)

2.1.7 The right to object to us using your personal data for particular purposes and

2.1.8 Rights with respect to automated decision-making and profiling.

2.2 If you have any cause for complaint about our use of your personal data, please contact us (contact details are below) and we will do our best to solve the problem for you. If we are unable to help, you also have the right to raise a complaint with the UK's supervisory authority, the Information Commissioner's Office.

2.3 For further information about your rights, please contact the Information Commissioner's Office or your local Citizens Advice Bureau.

What data do we collect?

Depending upon your use of our site, we may collect some or all of the following personal and non-personal data:

3.1 full name, address, date of birth, passport number, ID card, payment information, 3rd party personal data, citizenship

3.2 contact information such as email addresses and telephone numbers

3.3 demographic information such as postcode, preferences, and interests

3.4 IP address

3.5 web browser type and version

3.6 operating system

3.7 a list of URLs starting with a referring site, your activity on our site, and the site you exit to

3.8 we will know if you booked your flight on ipsairways.co.uk or used another sales channel such as a travel agent or our contact centre.

3.9 during travel with us: We may collect information such as your interactions with staff and cabin crew before and during the flight.

3.10 when passing through security at the airport we may collect photographs and other images (including biometric templates) so that we can recognise you.

3.11 information of your travel arrangement with us; Details of your booking, travel itinerary, details of any additional assistance you require, and other information related to your travel with us such as dietary requirements.

How do we use your data?

4.1 All personal data is processed and stored securely, for no longer than is necessary considering the reason(s) for which it was first collected. We will comply with our obligations and always safeguard your rights under the UK Data Protection Act 2018.

4.2 Our use of your personal data will always have a lawful basis, either because it is necessary for our performance of a contract with you, because you have consented to our use of your personal data, or because it is in our legitimate interests.

Do we share your data?

6.1 Subject to section 8.2, We will not share any of your data with any third parties partners for any purposes.

6.2 In certain circumstances, we may be legally required to share certain data held by us, which may include your personal data, for example, where we are involved in legal proceedings, where we are complying with legal obligations, a court order, or a governmental authority.

6.3 We may compile statistics about the use of our site including data on traffic, usage patterns, user numbers, sales, and other information. All such data will be anonymised and will not include any personally identifying data, or any anonymised data that can be combined with other data and used to identify you. We may from time to time share such data with third parties partners such as prospective investors, affiliates, partners, and advertisers. Data will only be shared and used within the bounds of the law., and with your consent.

How can you control your data?

8.1 In addition to your rights under the UK Data Protection Act 2018, when you submit personal data via our site, you may be given options to restrict our use of your data (Please see 'Our Use Of Cookies' under the 'Cookies' page). We aim to give you strong controls on our use of your data for direct marketing purposes (including the ability to opt-out of receiving emails from us which you may do by unsubscribing using the links provided in our emails and at the point of providing your details.

Your right to withhold information

9.1 You may access certain areas of our site without providing any personal data at all. However, to use all features and functions available on our site you may be required to submit or allow for the collection of certain data.

9.2 You may restrict our use of Cookies. Please see our on 'Cookies'.

How can you access your data?

10. You have the right to ask for a copy of any of your personal data held by us (where such data is held). Under the UK Data Protection Act 2018, no fee is payable, and we will provide any and all information in response to your request free of charge.

Other Website

11. Our website may contain links to other websites. This Privacy Policy only applies to our own website so when you link to other websites, you should read their own privacy policies. If this policy conflicts with any written contract we have with you then the written contract shall take precedence.

Changes to Our Privacy notice

12. We may change this Privacy notice from time to time (for example, if the law changes). Any changes will be immediately posted on our website, and you will be deemed to have accepted the terms of the Privacy notice on your first use of our site following the alterations. We recommend that you check this page regularly to keep up to date.

Contacting Us

13. If you have any questions about this Privacy notice, the practices of this site, or your dealings with this site, please contact us at: DPO@ipsairways.co.uk