



Cello Aviation Ltd takes privacy and data protection very seriously. Our Privacy Policy sets out what information we collect, how we collect it, and what we do with it. Our Privacy is published on our websites; www.flycello.com and is regularly reviewed.

What data do we collect?

During the normal course of our business it is necessary for us to collect, store and process personal data in order that we can supply aviation and other contractual services to employees, contractors, customers and suppliers and other parties. Data may be provided directly to us by the individual and also provided by 3rd parties such as tour operators or flight brokers. This data may include but is not limited to name, date of birth, passport number, nationality, diet preferences and so on. Data may be collected and stored either electronically or as a hard or paper copy. We will always to our best to ensure that data is stored and processed in accordance with best practice and in line with legal requirements.

How do we store and use it?

In order to operate our aircraft and other services we are required to pass certain identifiable data such as passenger name lists and API (Advance Passenger Information – passport data) to both private and public authorities. We will do our best to ensure that data is sent by secure transmission means. If we cannot pass information to relevant bodies (whether in the UK/EEA or elsewhere) then you may not be able to fly with us, your consent to do this is a prerequisite of flying with us. We are legally required to store certain data for a period of years, where there is no legal requirement we will delete data received for the purpose of operating our aircraft after 12 months. We may also use such data to communicate with you if you have queries or comments about our services.

Our Website Service

Our website uses cookies to ensure it works correctly and smoothly. We never store information in cookies that makes you personally identifiable. Our website pages may have analytics tracking enabled (again without personally identifiable information) so we can identify where we can make improvements to the website.

Marketing

If you've signed-up for email alerts via our websites or social media we will need to access enough details to fulfil these services for you. Where appropriate we will always offer unsubscribe links (email) and can offer assistance in how to control social media platforms, browsers or operating systems.

Telephone.

We do not record our telephone calls however staff may note down personal information during the call. This data maybe, if appropriate, be electronically recorded .

Other websites.

Our website may contain links to other websites. This privacy policy only applies to this website, when you link to other websites you should read their own privacy policies.

If you work for Cello Aviation or have applied to work here.

When individuals apply to work at the Company, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Disclosures and Barring service, we will not do so without informing them beforehand unless the disclosure is required by law. Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with the Company, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with the Company has ended, we will retain the file for a period no longer than six years and then delete it. Data will be processed fairly and in accordance with the General Data Protection Regulations.

Your rights.

You have the right to request what personal data we hold about you and for this information to be updated or deleted, as long as we are not legally obliged to retain such data. Please direct all queries to either customerservices@flycello.com or to hr@gillgrouphouse.com. **Alternatively you can write to:**

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