

Privacy Policy

Novara Premier Chauffeurs Ltd ("we", "our", "us") is committed to safeguarding personal data and ensuring all information is processed lawfully, fairly and transparently in accordance with the UK General Data Protection Regulation (GDPR). This policy explains how and why we collect, store and process personal information.

1. Data We Collect

- Passenger name, telephone number and email address
- Booking details including journey locations, times and requirements
- Payment details (no card data stored by us)
- Driver and vehicle allocation information where relevant
- Website enquiry information submitted voluntarily

2. How Your Information Is Used We use personal data strictly for operational purposes, including:

- Creating and confirming chauffeur bookings
- Allocating licensed TfL drivers and vehicles to journeys
- Providing service updates before, during and after travel
- Maintaining mandatory 12-month booking records for TfL compliance

3. Data Retention

- All booking records are securely stored digitally
- Information is retained for a minimum of 12 months in compliance with TfL regulations
- Data may be held longer if required for legal, financial or safeguarding purposes

4. Data Sharing & Confidentiality We do not sell or share personal data with third-party marketing companies. Data is shared only, when necessary, with:

- TfL licensed drivers performing the journey
- Regulatory or law enforcement bodies, if legally requested

5. Security Measures We use secure encrypted data storage and limit access to authorised personnel only. Unauthorised access, disclosure or misuse is strictly prohibited.

6. Your Rights Passengers may request at any time to:

- Access the information we hold
- Request correction, update or deletion of personal data
- Withdraw consent where legally applicable to action a request, email us at bookings@novarapremierchauffeurs.com

7. Payments All payments are made securely before travel, processed externally. We do not store credit card information.

8. Contact Details For privacy related enquiries:

Novara Premier Chauffeurs Ltd 66 Eton Road, Ilford, IG1 2UG Email: bookings@novarapremierchauffeurs.com Use of our services or website confirms acceptance of this Privacy Policy.