

Flygyrocopter Privacy Policy



Privacy Policy

Carnie Aviation Ltd trading as FlyGyrocopter.co.uk

Last updated: 11 September 2026

1. Introduction

Carnie Aviation Ltd, trading as FlyGyrocopter.co.uk ("we", "us", or "our"), is committed to protecting your personal information and respecting your privacy.

This Privacy Policy explains what information we collect, why we collect it, how we use it, how long we keep it, and the rights you have under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The policy is designed to meet the transparency requirements set out by the Information Commissioner's Office (ICO).

2. Data Controller

The Data Controller responsible for your personal information is:

CarnieAviation Ltd

Trading as **FlyGyrocopter.co.uk**

Email: lloyd@flygyrocopter.co.uk

3. Information We Collect

We only collect the minimum personal information required to provide our services.

Depending on the service requested, we may collect:

- First name
- Last name
- Email address
- Postal address
- Passenger weight
- Flight date and booking details
- Voucher purchase information
- Communication history relating to bookings

Passenger weight is collected solely for aircraft weight and balance calculations and flight safety requirements.

We do not intentionally collect personal information from children under 18 years of age.

4. Why We Collect Your Information

We use personal information to:

- Process flight voucher purchases
- Deliver vouchers by post
- Manage and schedule experience flights
- Contact customers regarding bookings
- Maintain flight and operational records
- Meet aviation safety requirements
- Meet accounting and legal obligations
- Provide customer support

- Send information about similar services to existing customers where permitted by law

We do not sell personal information to third parties.

5. Lawful Basis for Processing

We process personal information under the following lawful bases:

Contract

Processing is necessary to fulfil our contract with you when:

- You purchase a voucher
- You make a booking
- You redeem a voucher
- We communicate regarding your booking

Legal Obligation

Certain information may be retained to satisfy legal, accounting, taxation, insurance, or aviation regulatory requirements.

Legitimate Interests

We may contact existing customers regarding similar products or services that may be of interest. You may opt out of such communications at any time.

These lawful bases are recognised under UK GDPR.

6. How We Receive and Store Information

Information is typically received through:

- Our website
- ThriveCart

- Email correspondence
- Telephone enquiries
- Voucher purchases
- Flight bookings

Data is initially received into a secure Microsoft 365 mailbox and may then be stored within secure business systems including:

- Microsoft 365
- Outlook
- Microsoft Dataverse
- ThriveCart
- QuickBooks

Appropriate technical and organisational measures are implemented to protect personal information from unauthorised access, disclosure, loss, destruction, or alteration.

7. Payment Processing

Payments are processed by trusted payment providers, including:

- Stripe
- PayPal
- ThriveCart

We do not store or have access to your full payment card details.

Payment providers process payment information in accordance with their own privacy policies.

8. Sharing Your Information

We will only share personal information where necessary to operate our business.

Recipients may include:

- Payment processors
- Email service providers
- Accounting systems
- Booking and database platforms
- Postal and courier providers

We never sell or rent personal information to third parties.

9. International Transfers

Some of our service providers may process information outside the United Kingdom.

Where international transfers occur, we ensure appropriate safeguards are in place in accordance with UK GDPR requirements.

10. How Long We Keep Information

Booking and Voucher Records

Information required to process vouchers and bookings is retained for a minimum of **1 year**.

After this period, information such as:

- Postal address
- Passenger weight

will normally be securely deleted unless further retention is required.

Customer Flight History

The following information may be retained for **3 years**:

- First name

- Last name
- Email address
- Details of flights taken

Aviation and Regulatory Records

Certain operational flight records and logs containing passenger names may be retained beyond three years where required for:

- Aviation safety
- Insurance purposes
- Legal obligations
- Regulatory compliance
- Accounting requirements

At the end of the applicable retention period, personal information will be securely deleted or anonymised.

11. Marketing Communications

We may occasionally contact existing customers regarding:

- Future flight opportunities
- Gift voucher promotions
- New services
- Special offers

You may unsubscribe at any time by:

- Clicking an unsubscribe link (where available)
- Emailing lloyd@flygyrocopter.co.uk

We will not send marketing emails to non-customers without an appropriate lawful basis.

12. Your Rights

Under UK GDPR, you have the right to:

- Be informed about how your information is used
- Access your personal information
- Correct inaccurate information
- Request deletion of personal information where applicable
- Restrict processing
- Object to processing
- Request portability of your data
- Withdraw consent where consent is relied upon

To exercise any of your rights, please contact:

lloyd@flygyrocopter.co.uk

13. Complaints

If you are concerned about how your personal information is being handled, please contact us first.

You also have the right to complain to:

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: <https://ico.org.uk>

Your right to complain to the ICO is established under UK data protection legislation.

Cookie Policy

FlyGyrocopter.co.uk

Last updated: 11 September 2026

What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help websites function correctly, remember preferences, improve user experience, and provide information about how visitors use a website.

How We Use Cookies

FlyGyrocopter.co.uk uses cookies only where necessary to:

- Ensure the website functions correctly
 - Maintain security
 - Process purchases and vouchers
 - Remember user preferences
 - Improve website performance
 - Understand website usage trends
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Types of Cookies We May Use

Strictly Necessary Cookies

These cookies are essential for the operation of the website.

Examples include:

- Security cookies
- Session management
- Shopping basket functionality
- Payment transaction processing

These cookies do not require consent.

Functional Cookies

These cookies remember choices you make and improve website functionality.

Examples include:

- Remembering form preferences
- Accessibility preferences

Analytics Cookies

Where enabled, analytics cookies help us understand:

- How visitors use the website
- Which pages are popular
- How visitors navigate the website

Analytics cookies will only be used where required consent has been obtained.

Marketing Cookies

Marketing cookies may be used to measure the effectiveness of advertising and promotional campaigns.

These cookies will only be placed where you provide consent.

Managing Cookies

Most web browsers allow you to:

- View cookies
- Delete cookies
- Block cookies
- Control cookie preferences

Please note that disabling certain cookies may affect website functionality.

Third-Party Services

The website may use third-party services associated with:

- ThriveCart
- Stripe
- PayPal
- Microsoft services

These providers may place cookies necessary for payment processing, fraud prevention, and secure operation of their services.

Please review the privacy and cookie policies of those providers for further information.

Changes to This Policy

We may update this Cookie Policy from time to time to reflect legal, technical, or operational changes.

The latest version will always be available on [FlyGyrocopter.co.uk](https://flygyrocopter.co.uk).

Contact Us

For any privacy or cookie-related questions, please contact:

Carnie Aviation Ltd

Trading as **FlyGyrocopter.co.uk**

 lloyd@flygyrocopter.co.uk

Important Note

This policy is ICO-ready **provided your website does not use additional tracking technologies such as Google Analytics, Facebook Pixel, Microsoft**

Clarity, Hotjar, Google Ads, or Meta Ads tracking. If you use any of these, the Cookie Policy should be expanded to name those specific cookies and include a cookie consent banner.