

Osborne Aviation Group Privacy Policy

We care about your personal information and aim to build trust in our relationships with customers and stakeholders. In line with our customer commitments found here, we believe in being open and transparent in our operations.

1. How we collect and use information about you

Information you provide us directly:

Due to the nature of aviation bookings, we will require certain information from you. This includes things such as names, date of birth and contact information. For safety reasons we also require individual body weights of all passengers travelling with us. We may also retain any messages you send through via email and written notes through phone conversations. We use this information to operate our tours and retain information for record keeping and to continually improve our services.

Information we receive from third parties:

As above, we receive the following information from our partner travel agents and booking channels, this information is treated the same as we would direct correspondence.

Analytics and cookies information:

We may directly collect analytics data, or use third-party analytics tools and services, to help us measure traffic and usage trends through our website. These tools collect information sent by your browser or mobile device, including the pages you visit and other information that assists us in improving our site and service. This information does not include personal data that can identify you.

Cookies enables our system to recognise your browser and keep track of your reservation information. We also utilise cookies to track the effectiveness of our online advertising.

Commercial and marketing communications:

We use the information we collect or receive, such as your email address, to communicate directly with you. We do not use this contact information to directly market to you.

Payment information

Information such as credit card and billing details will be collected for the purposes of processing payments for tours and services. This stored information is encrypted and held by us and/or trusted third party payment providers.

2. Sharing of your information

We will not share or sell your information to third parties without your consent, except as noted below:

- Under a legal subpoena
- To verify billing information with the Customer's financial institution
- For credit card fraud detection
- To complete a transaction through our online booking software, Rezdy. Information regarding their privacy policy can be found here. Credit card transactions are processed through Stripe, their privacy policy can be found here.
- In the event of a change of ownership of the company, your information collected will be transferred to the new business owners.

3. How we store and protect your information

The information collect by Osborne Aviation is stored on secured local and cloud based servers. We care about the security of your data and use commercially reasonable safeguards to keep this information protected.

In the event that any information under our control is compromised as a result of a breach of security, Osborne Aviation will take reasonable steps to investigate the situation and where appropriate, notify those individuals whose information may have been compromised and take other steps, in accordance with any applicable laws and regulations.

4. Links to Other Websites and Services

While we take reasonable steps to ensure linked content published through our website is trusted and secure, we are not responsible for the practices employed by websites or services linked to or from our website.

5. Questions or comments

If you have questions or comments regarding this privacy policy they can be directed to admin@osborneaviation.com