

Privacy Policy – AirportHub.co.uk

We respect your privacy and are committed to protecting your personal information. This Privacy Policy explains how we collect, store, use, and safeguard your data when you use our website or app.

By visiting or making a booking through **AirportHub**, you accept and consent to the practices described in this Privacy Policy and our Terms & Conditions.

1. What personal information do we collect and how?

We collect personal information when you:

- Make a booking
- Create an account
- Contact customer support
- Use our website or app

When you book a journey, we collect the information necessary to process your booking, including:

- Name
- Email address
- Phone number
- Pickup and drop-off addresses
- Payment details (billing address, partial card info)

Important: We do not store full card details. All payments are processed securely through our Payment Service Provider.

Only the minimum required information is shared with the selected Private Hire Operator (“Operator”) so they can fulfil your booking.

2. Cookies

AirportHub uses cookies to improve your experience, including:

- Website functionality cookies
- Analytics cookies
- Preference cookies

You may disable cookies in your browser, but some features may not work correctly.

3. How your information is used and shared

We use your information to:

- Process bookings
- Manage payments
- Provide customer support
- Improve your experience
- Prevent fraud
- Comply with legal obligations

We share only essential details with the Operator fulfilling your booking.

We do **not** sell your personal data.

4. Marketing opt-in and opt-out

You may choose whether to receive marketing communications from AirportHub. You can unsubscribe at any time via:

- Email link
- Account settings
- Contacting us directly

5. Accessing or updating your information

You can update your details in your account or contact us directly. We comply with UK GDPR for all data access and correction requests.

6. Safeguarding your information

We use appropriate technical and organisational measures, including:

- SSL encryption
- Secure payment processing
- Restricted data access
- Regular security reviews

7. Questions or complaints

If you have questions about this Privacy Policy or wish to file a complaint, contact us at:

support@AirportHub.co.uk

We aim to respond promptly and professionally.