**Privacy policy:**

Who we are

Registered [Office: 5-6 George Street, St Albans, Herts AL3 4ER](https://maps.google.com/?q=Office:+5-6+George+Street,+St+Albans,+Herts+AL3+4ER&entry=gmail&source=g). Registered in England No. 3782019 VAT Registration No. 720 0630 91

For any questions please contact us at [GDPR@1stflight.co.uk](mailto:GDPR@1stflight.co.uk)

Why we have made changes

As a result of the new General Data Protection Regulation (known as GDPR) coming in to effect on 25 May 2018, we now have to advise you how we will process your personal information.

What we will need from you

In order to review and attempt to find your lost item we will need to take personal details from you, these will include those relating to you i.e. your name, address, email address, telephone number and nationality.

These details will include but are not limited to, your booking reference, flight number, route travelled, sector in which incident occurred.

We will also ask for details relating to the item lost and these can consist of specific item details, brand, size and colour.

If a successful match is made we will contact you and will require you to make a card payment to enable us to return to you in your chosen dispatch method

How your data will be held

Your data will be stored for the purpose of attempting to locate your lost property only. We do not share data with any third parties or advertisers.

Your data will be held live in our systems for the length of time it takes in order to attempt to find the item. From that point on it will only be held for the prevention of fraudulent claims and for accounting/legal obligations.

Computer information

When you use our Website, we automatically collect certain computer information by the interaction of your mobile phone or web browser with our Website. Such information is typically considered Non Personal Information. We also collect the following:

Cookies

Our Website uses "Cookies" to identify the areas of our Website that you have visited. A Cookie is a small piece of data stored on your computer or mobile device by your web browser. We use Cookies to personalize the Content that you see on our Website. Most web browsers can be set to disable the use of Cookies. However, if you disable Cookies, you may not be able to access functionality on our Website correctly or at all. We never place Personally Identifiable Information in Cookies.

Secure transmission of data

Our Website uses Secure Socket Layer (SSL) to ensure your information sent across the internet is encrypted and secure. It also ensures you are sending information to our server and not an imposter site.