



PRIVACY POLICY

Flight Serve Ltd | www.flightserve.aero

Effective Date: 29 May 2026 | Last Updated: 29 May 2026

This Privacy Policy explains how Flight Serve Ltd collects, uses, stores, and protects your personal information when you visit www.flightserve.aero or engage with our services. Please read it carefully.

1. WHO WE ARE

Flight Serve Ltd is a business aviation trip support company incorporated in Kenya in April 2026. We are the data controller responsible for your personal information collected through this website and in the course of providing our services.

Company Name	Flight Serve Ltd
Country of Incorporation	Kenya
Registered Address	Nairobi, Kenya
Website	www.flightserve.aero
Email	admin@flightserve.aero
Phone	+254 737 847609

2. INFORMATION WE COLLECT

We may collect the following types of personal information:

2.1 Information You Provide Directly

- Name and job title
- Company name and business address
- Email address and telephone number
- Flight details, routing, and operational requirements submitted via our enquiry forms
- Any other information you choose to provide when contacting us

2.2 Information Collected Automatically

- IP address and browser type
- Pages visited and time spent on our website
- Referring website or search engine
- Device type and operating system

This information is collected through cookies and similar tracking technologies. See Section 8 for our Cookie Policy.

3. HOW WE USE YOUR INFORMATION

Flight Serve Ltd uses your personal information for the following purposes:

- To respond to your enquiries and provide the trip support services you have requested.
- To communicate with you about your flight operations, bookings, and service requirements.
- To send you operational updates, service confirmations, and relevant correspondence.
- To improve our website and the quality of our services based on how visitors use our site.
- To comply with our legal and regulatory obligations under applicable Kenyan law.
- To process KYC (Know Your Customer) verification as required for client and supplier onboarding.
- To contact you about relevant services, events, or updates — where you have given consent or where we have a legitimate interest in doing so.

We will never sell your personal data to third parties. We do not use your information for automated decision-making or profiling.

4. LEGAL BASIS FOR PROCESSING

Under the Kenya Data Protection Act 2019 and, where applicable, the EU General Data Protection Regulation (GDPR), we process your personal data on the following legal bases:

- Contract: Processing necessary to provide the services you have requested or to fulfil a contract with you.
- Legitimate Interests: Processing necessary for our legitimate business interests, such as improving our services, responding to enquiries, and maintaining our business relationships — provided these interests are not overridden by your rights.
- Consent: Where you have given us explicit consent to process your data for a specific purpose, such as receiving marketing communications.
- Legal Obligation: Processing necessary to comply with applicable laws and regulations.

5. HOW WE SHARE YOUR INFORMATION

We may share your personal information with the following categories of third parties, solely to the extent necessary to provide our services:

- Aviation service providers: Ground handlers, hotels, catering companies, permit agents, and transfer services engaged to fulfil your trip support requirements.
- Local Representatives: Authorised Flight Serve Ltd local representatives involved in coordinating services at your destination.
- Technology providers: Website hosting, email, and communication platforms that process data on our behalf under strict confidentiality agreements.
- Regulatory authorities: Where required by law, such as civil aviation authorities requesting permit-related information.

All third parties who receive your personal data are required to handle it in accordance with applicable data protection laws and our instructions.

6. INTERNATIONAL DATA TRANSFERS

Flight Serve Ltd operates across Africa and may transfer your personal data to service providers or partners located in other countries. Where such transfers occur, we take appropriate steps to ensure your data is protected in accordance with applicable data protection laws, including through the use of standard contractual clauses or equivalent safeguards where required.

7. DATA RETENTION

We retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, or as required by applicable law. Specifically:

- Enquiry and correspondence records: Retained for up to 3 years from the date of last contact.
- Client and supplier KYC records: Retained for a minimum of 5 years in accordance with applicable regulatory requirements.
- Financial and transaction records: Retained for 7 years in accordance with Kenyan tax and accounting regulations.
- Website analytics data: Retained in anonymised or aggregated form for up to 2 years.

When data is no longer required, it is securely deleted or anonymised.

8. COOKIES

Our website uses cookies — small text files placed on your device — to improve your browsing experience and help us understand how visitors use our site. We use the following types of cookies:

- Essential cookies: Required for the website to function correctly. These cannot be disabled.
- Analytics cookies: Used to understand how visitors interact with our website (e.g. pages visited, time spent). We use anonymised data only.
- Preference cookies: Used to remember your settings and preferences on return visits.

You can control and manage cookies through your browser settings. Note that disabling certain cookies may affect the functionality of our website. A cookie consent banner will be displayed on your first visit to our site.

9. YOUR RIGHTS

Under the Kenya Data Protection Act 2019 and, where applicable, the GDPR, you have the following rights regarding your personal data:

- Right of Access: You may request a copy of the personal data we hold about you.
- Right to Rectification: You may ask us to correct any inaccurate or incomplete data.
- Right to Erasure: You may request that we delete your personal data in certain circumstances.
- Right to Restriction: You may ask us to restrict the processing of your data in certain circumstances.

- **Right to Data Portability:** You may request that we transfer your data to another organisation in a structured, machine-readable format.
- **Right to Object:** You may object to our processing of your data based on legitimate interests, including for direct marketing purposes.
- **Right to Withdraw Consent:** Where processing is based on consent, you may withdraw it at any time without affecting the lawfulness of prior processing.

To exercise any of these rights, please contact us at admin@flightserve.aero. We will respond within 30 days. You also have the right to lodge a complaint with the Office of the Data Protection Commissioner (ODPC) of Kenya.

10. DATA SECURITY

Flight Serve Ltd implements appropriate technical and organisational measures to protect your personal data against unauthorised access, disclosure, alteration, or destruction. These include secure email communications, access controls, and regular review of our data handling practices.

While we take all reasonable steps to protect your data, no method of transmission over the internet is completely secure. If you have reason to believe that your interaction with us is no longer secure, please contact us immediately at admin@flightserve.aero.

11. THIRD-PARTY LINKS

Our website may contain links to third-party websites, including aviation industry organisations, event pages, and partner sites. This Privacy Policy applies only to www.flightserve.aero. We are not responsible for the privacy practices of any third-party websites and encourage you to review their privacy policies before submitting any personal information.

12. CHILDREN'S PRIVACY

Our website and services are directed at business and aviation professionals and are not intended for individuals under the age of 18. We do not knowingly collect personal data from minors. If you believe we have inadvertently collected such data, please contact us immediately.

13. UPDATES TO THIS PRIVACY POLICY

We may update this Privacy Policy from time to time to reflect changes in our practices, services, or applicable law. The updated policy will be posted on this page with a revised effective date. We encourage you to review this policy periodically. Where changes are material, we will notify you by email or by a prominent notice on our website.

14. CONTACT US

If you have any questions, concerns, or requests regarding this Privacy Policy or the way we handle your personal data, please contact us:

Data Controller	Flight Serve Ltd
Email	admin@flightserve.aero
Phone	+254 737 847609
Website	www.flightserve.aero
Address	Nairobi, Kenya

This Privacy Policy is effective as of 29 May 2026 and supersedes all previous versions.

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