Privacy Policy

Effective from October 2026

Airport Transfers Coventry is a trading name of Hampton Travel Ltd, a company registered in England and Wales (company number 15717862), registered office 29 Medina Road, Coventry CV6 5JB. We provide pre-booked airport, seaport, station and long-distance transfers from Coventry and the surrounding area.

This policy explains what personal data we collect through airporttransferscoventry.co.uk, how we use it, the lawful basis for using it, how long we keep it, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. It applies to this website and to any booking, quote or message you send us.

Who is responsible for your data

Hampton Travel Ltd, trading as Airport Transfers Coventry, is the data controller. Contact: info@hamptontravel.co.uk or 0800 061 4661.

What we collect

Depending on how you contact us, we may collect:

- Name and contact details (email, phone, postcode)
- Pickup and drop-off addresses, dates, times and flight numbers
- What you tell us in the contact form on this website (name, email, phone number and your message)
- Accessibility or health details, only if you choose to tell us so we can arrange help for your journey
- Payment reference details (we do not store card numbers)
- Records of enquiries, complaints and correspondence
- Basic website usage information, such as pages visited and the type of browser used

What you need to give us

We need the lead passenger's contact details and the journey information necessary to quote for and provide your transfer. If you do not provide that information, we may be unable to quote or accept the booking. Marketing consent is optional and does not affect your booking. Please give us only the personal information needed for your enquiry or journey.

Why we use your data (lawful basis)

- Contract: to take the steps you ask for before a booking is made, and to carry out your booking.
- Legal obligation: to meet tax, accounting and private hire licensing record-keeping duties, and legally binding requests to disclose information.

- Legitimate interests: to arrange journeys for passengers travelling on someone else's booking, prevent fraud, protect our systems and deal with complaints and legal claims, where those interests are not outweighed by your rights.
- Consent: for optional marketing emails and optional cookies. You can withdraw consent at any time.

Health and accessibility information

If you choose to give us health or accessibility information so we can arrange your journey, we use it with your explicit consent and share only the details needed with the driver or operator. You can withdraw that consent by contacting us. This does not affect what we did before, but it may mean we cannot arrange the support you asked for. Please describe the help you need rather than giving medical history.

How long we keep it

- Booking, journey and payment records: at least 12 months, as private hire licensing requires, and normally six years from the end of the financial year they relate to, because they form part of our tax and accounting records.
- Enquiries that do not become a booking: 12 months.
- Health and accessibility details: kept with the booking they relate to and deleted with it.
- Complaints: 3 years after the complaint is resolved.
- Marketing: until you withdraw consent. We keep only the minimum needed to make sure we do not contact you again.
- Website usage information: up to 26 months.

Who we share it with

- Our licensed drivers, only as needed to complete your journey (name, contact number, pickup and drop-off, flight or sailing details where relevant).
- Other licensed private hire operators we sometimes engage to carry out a journey, only as needed to do so.
- Our regulated payment providers: Monzo for bank transfers and SumUp for card payments. We never see or store your full card number.
- Our dispatch platform partner (iCabbi) for allocating and tracking your journey.
- Our website designer, who hosts and maintains this website and delivers messages from its contact form to us, acting on our instructions.
- Our website analytics provider, which counts visits so we can see which pages are useful.
- TypeSafe AI, Inc. (USA), a text-classification service that helps us sort messages you send us, for example whether a reply accepts a quote. We remove your name, email address and phone number first, we never send health or accessibility details, and TypeSafe does not use the text to train its models. It works under a written data-processing agreement.
- HMRC, licensing authorities or the police where the law requires it.

We do not sell your personal data, and we do not share it with anyone for their own marketing.

Transfers outside the UK

We transfer the text of messages you send us, with your name, email address and phone number removed, to TypeSafe AI, Inc. in the USA so it can help us sort them. This transfer is covered by the safeguards in our written data-processing agreement with them, and you can ask us for details of those safeguards. Our booking and payment records are stored on UK-based hosting.

Automated processing

We use automated classification to help route messages. We do not make decisions based solely on automated processing that have legal or similarly significant effects on you.

Your rights

Depending on the circumstances, you can ask us for access to, correction, deletion, restriction or a portable copy of your personal data. You can object to processing based on legitimate interests, and you can object to direct marketing at any time.

You can withdraw consent at any time; this does not affect anything we did before you withdrew it. Some records may need to be kept to meet legal obligations or to deal with legal claims.

We normally reply within one month and do not charge. If the law allows an extension or a fee, we will explain why. Contact us at info@hamptontravel.co.uk or on 0800 061 4661. You can also complain to the Information Commissioner's Office (ICO) at ico.org.uk or on 0303 123 1113.

Cookies

This website uses cookies that it needs in order to work. It may also use cookies to count visits so we can see which pages are useful. You can block or delete cookies at any time in your browser settings.

Links to other websites

If you follow a link from this website to another website, that website's own privacy policy applies. We are not responsible for how other websites handle your data.

Security

We protect your data with secure (HTTPS) connections, access controls and restricted access for staff on a need-to-know basis. Where the law requires it, we tell the ICO about a personal data breach without undue delay and, where feasible, within 72 hours. If a breach is likely to put your rights and freedoms at high risk, we tell you without undue delay.

Changes to this policy

We may update this policy from time to time. Any important change will be shown on this page with a new effective date.

Contact

Airport Transfers Coventry, a trading name of Hampton Travel Ltd, 29 Medina Road, Coventry CV6 5JB. Email: info@hamptontravel.co.uk. Phone: 0800 061 4661.