

Privacy Policy

Western Bird Aviation Services is committed to ensuring the privacy and security of your data. This Privacy Policy outlines how we collect, use, and protect your information.

1. Information Collection

- **Personal Information:** We collect personal details such as your name, contact information, passport/Aadhar number, and payment information when booking a seat. This information is used for processing bookings, cancellations, refunds, and feedback. We do not share this data with any third parties for commercial purposes.
- **Travel Information:** We store data related to your flights, travel preferences, and loyalty program details to enhance your future experiences and improve our services.
- **Technical Information:** Although we collect technical data such as IP addresses and browser types through website interactions and mobile apps, we do not store or share this information with third parties.

2. Use of Information

- **Booking and Reservations:** Your information is used to process and manage flight bookings, changes, and cancellations to ensure the legitimacy of the bookings.
- **Customer Service:** We use your data to respond to inquiries, provide support, and address any issues. We will also be introducing a customer support center for improved service.
- **Marketing and Communications:** With your consent, we may use your data to send promotional offers, updates, and newsletters. You will have the option to opt out of these communications.
- **Operational Purposes:** We use data to analyze travel demand patterns and improve our services. This data is used internally and not shared with third parties.

3. Data Sharing

- **Third Parties:** Currently, we do not share your information with any third parties, including travel agencies, airport authorities, or service providers.

- Legal Requirements: We may disclose your information if required by law, in response to legal requests, or to protect our rights and interests.

4. Data Security

- Protection Measures: We implement security measures to protect your information from unauthorized access, breaches, or misuse.

5. Data Retention

- Retention Period: We retain your information for as long as necessary to fulfill the purposes outlined in this policy or as required by law.

6. User Rights

- Access and Correction: You have the right to access and update your personal information. Please contact our admin for assistance.
- Opt-Out Options: You can opt out of marketing communications and other uses of your data at any time.

7. Cookies and Tracking Technologies

- Usage: We use cookies and other tracking technologies to enhance your experience, track website usage, and serve targeted ads. You can manage your cookie preferences through your browser settings.

8. Changes to the Policy

- Updates: We may update this policy from time to time. Changes will be posted on our website, and we encourage you to review it periodically.

9. Contact Information

- Inquiries and Complaints: For questions about this Privacy Policy or to address concerns about your data, please contact us via the official email or phone number provided in the footer section of our website. You can also visit our physical office.

To find our Privacy Policy, please visit our official website and click on the "Privacy" link at the bottom of the page. If you have any questions or need more detailed information, feel free to reach out to us directly.