

Privacy Statement



Data privacy is important to us and we make sure that we follow current legislation. The General Data Protection Regulation (GDPR) (EU) 2016/679 is a regulation in EU law on data protection and privacy for all individuals within the European Union that took effect from the 25th May 2018. This Privacy Statement describes the personal data that we collect from you for your journeys as an AlpNav customer when you have booked through our website www.alpnavtransfers.com (Alpine Navigations SARL). It also applies to third parties that use us (tour operator, partner transfer company, chalet company or travel agent). It details how we use your data, with whom we share it, and describes your choices regarding certain types of processing. If you have any questions regarding this Privacy Statement, contact info@alpnavtransfers.com.

By booking a transfer on our website, by phone or in person, and providing us with your personal information, you consent to the collection, processing, and storage of your personal information as described in this Privacy Statement. The data that is collected for the purpose of your travel will only be used for the duration of your travel period and not for ANY marketing. Should you wish to receive any promotional emails you can join our mailing list separately.

Our Privacy Promise

It is our obligation to inform you how your data is used, stored and your options to edit your marketing preferences.

We have to collect and keep certain data about you to ensure your transport will be as seamless as possible as we may be required to notify you of any changes/delays/travel updates. In order to confirm your reservation with us we require your name, email address, mobile number and your chosen payment details. Payment is taken through the Credit Agricole website called PAYBOX.

If for any reason you do not travel on our transport (for example your flight is delayed and for your comfort we use a partner company to ensure that you travel up to resort as quickly as possible) we would need to share your data, (name, mobile number and accommodation address only) to our trusted partner with whom you will be travelling.

In accordance to the GDPR regulation we promise to gather, process, store and share your personal data safely and securely. Any data that is gathered by us and shared to our trusted partners will also be required to follow the same protocol.

Our Privacy Statement also applies to any customers who have booked their transfers via a third party such as a tour operator, partner transfer company, chalet company or travel agent. We also require our partner companies to ensure that they also comply with the current GDPR regulations. Our Privacy Statement forms part of our Terms and Conditions and the customer's agreement during our provision and operation of your transfer.

The Company details responsible for your data

This Privacy Statement belongs to Alp Nav Transfers (Alpine Navigations SARL) "we", "us", or "our" means Alp Nav Transfers that is owned and operated by Alpine Navigations SARL and registered in France. Registered address is 83 Chemin des Greffiers, 74110 Montriond France. Siret No 498 648 492. French government issued (DREAL) national and international transport licence number 2010/82/02002352. The data collected and used is accordance to the European data protection legislation to the best of our knowledge.

What personal data do we use and why

The term "personal data", "data", and "personal information" means information that relates to the party leader and allows us to identify you, as a direct customer or from a third party ("tour operator", "partner transfer company", "chalet company" or "travel agent")

We require the data below to enable us to provide the service which you have requested. We require it to make sure that we offer the best customer service from your initial point of contact through to the end of your journey with us. We will only use this data to contact you reference your booking.

The following table outlines categories that the data required for your travel itinerary/period:

Data Type	When it's required	When it may be used	Where is the data stored
First & Surname and Contact details (mobile number & email address)	*When a direct booking is placed on our website, by telephone or through a 3rd party company. It also applies when you email to make a booking and we send you a link to pay.	Leading up to your departure/arrival date - due to incorrect flight details, notification of delays, confirmation of collection times on departures, reconfirm address & contact details etc During your travel day - updates on status, rescheduled transfers, delays, reallocation, any other communication deemed appropriate. During your travel period - updates on status, rescheduled transfers, delays, reallocation, rerouting, any other communication deemed appropriate	Alp Nav Transfers schedule management software. This software has restricted access and is password protected. Only office staff employed by Alp Nav Transfers have access to this software.
Payment Card Details	*When a direct booking is placed on our website, by telephone or through a 3rd party company. It also applies when you email to make a booking and we send you a link to pay.	Your payment is processed securely through a PAYBOX payment gateway via a https URL. If you book on our website we do not see or have access to your card details. We cannot access or record any card details.	Alp Nav Transfers schedule management software. This software has restricted access and is password protected. Only office staff employed by Alp Nav Transfers have access to this software.
Flight Times and Numbers	*When a direct booking is placed on our website, by telephone or through a 3rd party company. It also applies when you email to make a booking and we send you a link to pay.	To allow us to plan accordingly, track and identify your travel itinerary.	Alp Nav Transfers schedule management software. This software has restricted access and is password protected. Only office staff employed by Alp Nav Transfers have access to this software.
Start and end point address	*When a direct booking is placed on our website, by telephone or through a 3rd party company. It also applies when you email to make a booking and we send you a link to pay.	To allow us to plan accordingly, track and identify your travel itinerary.	Alp Nav Transfers schedule management software. This software has restricted access and is password protected. Only office staff employed by Alp Nav Transfers have access to this software.

Our Partners

Occasionally we are required to use a partner company for the Client's transfer and the data shared will ONLY be for the use of the client's travel period. As mentioned above, these trusted partners are required to be compliant with the revised GDPR regulations and under no circumstance can they use the data other than your travel itinerary/period. For the travel period they will ONLY receive the following data; Your full name, your mobile contact number, flight details and destination address. Once the travel period is completed you may request us to inform the partner company to delete your personal details.

Data Sharing

No personal Client/User data will not be passed on to any trusted third party that are not involved with the travel itinerary. We will never share your personal data with third party promoters/marketing companies. We will only ever use your details to ensure that your booked travel requirements are met by us our trusted partners.

We and third parties, such as web analytics companies and Adwords, may collect non-personal data about you and your online activities over time when you visit our website. Information about your visits to and usage of our website, and general geographic information derived from your IP address, will provide us analytical information to allow us to customise and improve our website, overall experience and business direction.

We do not share, sell or trade any collected data through our websites or from third parties other than when a partner is required to deliver the service. These partner service providers may only use information we provide to them as requested and instructed by Alp Nav Transfers and they are also required to be compliant with the revised GDPR regulations.

Security of your personal data

We treat your data very sensitively and are committed to taking the most appropriate actions to ensure we are compliant with the general data protection that has been introduced. We have taken steps to ensure our data is protected and secure against unauthorised or unlawful processing and against accidental loss, destruction or damage to personal data.

Your personal data will be retained for as long as required in order to fulfil our purposes outlined in this Privacy Statement or in accordance with French law.

Personal data for your travel period

We will retain your information for as long as your account is active or as needed to provide you services. If you no longer wish us to keep your personal data please contact us by email info@alpnnavtransfers.com. We will respond to your request to access or delete your information within 30 days. We will retain and use your information as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements.

Updates to this Privacy Statement

We reserve the right to change Privacy Statement in accordance to the new European data protection legislation which will start to apply on 25 May 2018 (the “General Data Protection Regulation”).

Contact Information

Should you require any further information please do not hesitate to contact us on info@alpnnavtransfers.com.