

Privacy Policy

1. Introduction

Aurora Travel respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you visit our website, contact us, request a travel quotation, make a booking or otherwise use our travel services.

It also explains your rights in relation to your personal information and how you can contact us if you have any questions or concerns.

This Privacy Policy applies to information collected through our website, www.auroratravel.co.uk, as well as information provided to us by email, telephone, social media, in person or through other communication channels.

2. Who we are

For the purposes of applicable UK data protection legislation, the data controller responsible for your personal information is:

Kateryna Levchenko, trading as Aurora Travel

Address:

8 Osmund Street
London
W12 0AX
United Kingdom

Email: info@auroratravel.co.uk

Telephone:

+44 (0) 20 3610 2388
+44 (0) 7432 185389

Website: www.auroratravel.co.uk

Where travel arrangements are made through IntelTravel UK or through particular travel suppliers, those organisations may also process your personal information in connection with the services they provide. Their own privacy policies may also apply.

3. What personal information we collect

The information we collect depends on how you interact with Aurora Travel.

When you contact us through our website or otherwise make an enquiry, we may collect:

- your first and last name;

- email address;
- telephone number;
- information contained in your enquiry or message;
- your travel preferences and requirements;
- details of the destination, dates and type of travel you are interested in; and
- any other information you voluntarily provide to us.

If you proceed with a travel booking, we may need additional information required to arrange and manage your travel. Depending on the services requested, this may include:

- dates of birth;
- nationality;
- passport or other travel-document information;
- passenger details;
- emergency contact information;
- travel preferences;
- special assistance or accessibility requirements;
- information required by airlines, accommodation providers, tour operators, cruise companies, car rental companies, travel insurers or other travel suppliers; and
- information necessary to process or administer payments and bookings.

We will only collect information that is relevant and reasonably necessary for the purpose for which it is being collected.

4. How we collect your information

We may collect personal information:

- when you complete a contact or enquiry form on our website;
- when you contact us by email or telephone;
- when you request a quotation;
- when you ask us to arrange or manage travel;
- when you make or amend a booking;
- when you communicate with us regarding an existing booking;

- when you voluntarily provide information through social media or other communication channels; and
- when you use our website, where certain technical information may be collected automatically through cookies or similar technologies.

We may also receive personal information from travel suppliers, booking platforms or other organisations involved in arranging your travel where this is necessary to provide the requested services.

5. How we use your personal information

We may use your personal information to:

- respond to your enquiries;
- provide travel advice and recommendations;
- prepare and provide travel quotations;
- arrange and manage travel bookings;
- communicate with you about your enquiry or booking;
- communicate important information about your travel arrangements, including changes, cancellations or other updates;
- liaise with travel suppliers and service providers on your behalf;
- provide customer support;
- process or facilitate payments and other booking-related transactions;
- deal with complaints, disputes and customer-service matters;
- maintain appropriate business and transaction records;
- comply with legal and regulatory requirements;
- prevent fraud, misuse or other unlawful activity;
- protect our business and the security of our website and systems;
- improve our services and website; and
- send marketing communications where we are legally permitted to do so.

We will not use your personal information for purposes that are incompatible with the purpose for which it was collected unless we have a lawful basis to do so.

6. Our lawful bases for processing your information

UK data protection law requires us to have a lawful basis for processing personal information.

Depending on the circumstances, we may rely on one or more of the following lawful bases:

Contract

We may process your personal information where it is necessary to take steps at your request before entering into a contract or to perform a contract with you.

For example, this may apply when we are arranging or managing a travel booking you have requested.

Legitimate interests

We may process personal information where this is necessary for our legitimate business interests, provided those interests do not override your fundamental rights and freedoms.

This may include responding to general enquiries, maintaining business records, managing our customer relationships, preventing fraud, handling complaints and improving our services.

Legal obligation

We may process personal information where this is necessary for us to comply with a legal or regulatory obligation.

Consent

Where required by law, we may process personal information based on your consent.

For example, this may apply to certain forms of direct marketing or the use of certain non-essential cookies and similar technologies.

Where processing is based on consent, you have the right to withdraw that consent at any time.

7. Special category information

Some travel arrangements may require information that is considered **special category personal data** under UK data protection law.

For example, you may voluntarily provide information relating to:

- medical or health requirements;
- accessibility or mobility requirements;
- dietary requirements where these reveal information about your health; or
- other information necessary to arrange appropriate travel assistance.

We will only process special category information where this is necessary and where an appropriate legal condition permits us to do so.

Where possible, we will only request such information when it is necessary for the travel services you have asked us to arrange.

8. Who we may share your information with

In order to provide travel services, we may need to share relevant personal information with organisations involved in your travel arrangements.

Depending on the services you request, these may include:

- IntelTravel UK, where applicable;
- airlines;
- hotels and accommodation providers;
- tour operators;
- cruise companies;
- car rental companies;
- travel insurance providers;
- destination management companies;
- booking and reservation platforms;
- payment providers;
- other travel suppliers and service providers;
- technology and website service providers;
- professional advisers; and
- government authorities, regulators or law-enforcement bodies where we are legally required to do so.

We only provide information that is reasonably necessary for the relevant purpose.

Where we use third-party service providers to process personal information on our behalf, we will take appropriate steps to ensure that the information is handled in accordance with applicable data protection requirements.

9. International transfers

Travel is an international service and some of the organisations involved in arranging your travel may be located outside the United Kingdom.

As a result, your personal information may sometimes need to be transferred to or processed in another country.

Where this occurs, we will take appropriate steps to ensure that the transfer is lawful and that appropriate safeguards are in place as required by applicable data protection legislation.

The safeguards may include an applicable adequacy decision or recognised contractual safeguards for international data transfers.

10. How long we keep your information

We will not keep your personal information for longer than is reasonably necessary for the purposes for which it was collected.

The length of time we retain information will depend on the nature of the information and why we need it.

For example, information relating to bookings and transactions may need to be retained for an appropriate period to:

- administer your booking;
- provide customer support;
- comply with accounting, tax or other legal obligations;
- deal with complaints or disputes; and
- establish, exercise or defend legal claims.

When information is no longer required, we will securely delete it or anonymise it where appropriate.

11. Website security

We take reasonable technical and organisational measures to protect personal information against accidental loss, unauthorised access, misuse, alteration or disclosure.

However, no transmission of information over the internet or electronic storage system can be guaranteed to be completely secure.

You should therefore avoid sending unnecessary sensitive information through ordinary email or other unsecured communication channels.

12. Cookies and similar technologies

Our website may use cookies and similar technologies.

Cookies are small files or similar technologies that can store or access information on your device when you visit a website.

We may use cookies and similar technologies for purposes such as:

- enabling the website to function properly;
- maintaining website security;
- remembering preferences;

- understanding how visitors use the website;
- improving website performance; and
- supporting other website functionality.

Some cookies may be strictly necessary for the website to operate. Other cookies or similar technologies may require your consent before they are used.

Where consent is required, you will be given an appropriate choice regarding non-essential cookies.

You can also manage cookies through your browser settings.

UK rules require organisations to provide clear information about cookies and obtain consent for non-exempt cookies and similar technologies.

For further information about the specific cookies used on our website, please see our **Cookie Policy**.

13. Marketing communications

We may occasionally contact you about travel services, offers, news or other information that may be relevant to you.

Where applicable, we will comply with UK rules governing direct marketing and electronic communications.

Where your consent is required, we will obtain it before sending the relevant marketing communications.

You can opt out of marketing communications at any time by:

- using the unsubscribe facility included in the relevant communication; or
- contacting us at info@auroratravel.co.uk.

If you opt out of marketing communications, we may still contact you where necessary to administer an existing booking, respond to an enquiry or provide a service you have requested.

14. Your data protection rights

Depending on the circumstances and subject to applicable legal exemptions, you have rights in relation to your personal information.

These may include the right to:

- **request access** to the personal information we hold about you;
- **request correction** of inaccurate or incomplete information;
- **request deletion** of your personal information in certain circumstances;
- **request restriction** of processing in certain circumstances;

- **object** to certain processing of your personal information;
- **object to direct marketing**;
- **request data portability** where applicable; and
- **withdraw consent** where we rely on consent as the lawful basis for processing.

You do not normally have to pay a fee to exercise your data protection rights.

If you would like to exercise any of these rights, please contact us using the details in Section 15.

15. Contacting Aurora Travel about your personal information

If you have a question about this Privacy Policy, want to exercise one of your data protection rights, or have a concern about how we have handled your personal information, please contact:

Kateryna Levchenko
Aurora Travel
8 Osmund Street
London
W12 0AX
United Kingdom

Email: info@auroratravel.co.uk

Telephone:
+44 (0) 20 3610 2388
+44 (0) 7432 185389

We will consider and respond to your request in accordance with applicable data protection law.

16. Complaints

If you have concerns about how Aurora Travel has handled your personal information, we encourage you to contact us first so that we have the opportunity to resolve your concern.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent regulator for data protection and information rights.

Information Commissioner's Office
Website: ico.org.uk

Further information about making a complaint is available directly from the ICO.

17. Third-party websites

Our website may contain links to websites operated by third parties, including travel suppliers, booking platforms and other organisations.

If you follow a link to another website, that website will have its own privacy policy and terms of use.

Aurora Travel is not responsible for the privacy practices, security or content of third-party websites.

We recommend that you review the privacy policy of any third-party website before providing personal information.

18. Children's information

Our website and services are intended for adults and are not directed specifically at children.

We do not knowingly use our website to collect personal information directly from children.

Where information about children is required to arrange a family holiday or other travel booking, such information may be provided by a parent, guardian or another person authorised to make the booking.

Such information will only be used where necessary for the requested travel arrangements and handled in accordance with applicable data protection law.

19. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in:

- our services;
- the way we process personal information;
- our website or technology;
- applicable legislation or regulatory requirements; or
- our business arrangements.

Any updated version will be published on this website and will include the date on which it was last updated.

We recommend checking this page periodically to ensure that you are aware of any changes.

Last updated: 29 August 2026

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