

PRIVACY POLICY

Document Type: Customer Information

Company: Knyazeva Ltd

Business: Private Hire & Executive Chauffeur Services

Effective Date: 20.10.2027

Last Updated: 14.09.2026

Knyazeva Ltd respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains what information we collect, why we collect it, how we use it and how we protect it when you use our website or book our services.

1. Information We Collect

When you contact us or request a booking, we may collect information such as:

- full name;
- telephone number;
- email address;
- pick-up address;
- destination;
- journey date and time;
- number of passengers;
- luggage information;
- airport and flight details where applicable;
- additional information you choose to provide about your journey;
- information relating to payments and invoices.

We may also retain information relating to communications between you and Knyazeva Ltd where this is necessary to manage your booking or respond to an enquiry or complaint.

2. How We Use Your Information

We use personal information where necessary to provide and administer our services.

This may include:

- responding to enquiries;
- processing booking requests;
- confirming and managing journeys;
- contacting passengers about their booking;
- monitoring flight information where this is relevant to an airport booking;
- providing customer support;
- processing payments;
- issuing invoices;
- handling complaints;
- managing lost property;
- responding to safeguarding concerns;

- meeting legal, licensing, regulatory or insurance requirements;
- maintaining appropriate business records.

We will not use your personal information for unrelated purposes without an appropriate lawful basis.

3. Lawful Basis for Processing

Depending on the circumstances, Knyazeva Ltd may process personal information where this is necessary:

- to take steps at your request before entering into a contract;
- to perform a contract or provide the requested service;
- to comply with a legal obligation;
- for legitimate business interests, where those interests are not overridden by your rights and interests;
- where you have provided consent, where consent is the appropriate legal basis.

4. Booking Information

Information provided through our booking form will be used to assess, arrange and administer your journey.

The information may be used by Knyazeva Ltd and authorised persons involved in providing the booked service where this is necessary for the journey.

We will only collect information that is reasonably necessary for the purposes described in this policy.

5. Flight Information

For airport bookings, customers may provide flight numbers and scheduled arrival or departure times.

Where provided, this information may be used to monitor the flight and assist with arranging the airport collection.

6. Sharing Personal Information

Knyazeva Ltd will not sell or rent your personal information.

We may share information where reasonably necessary to provide our services or meet legal obligations.

This may include sharing information with:

- service providers supporting our business operations;
- payment or accounting providers;
- insurers or professional advisers where appropriate;
- licensing or regulatory authorities where required;

- law enforcement or emergency services where legally required or necessary to protect a person from serious harm.

Any sharing will be limited to information reasonably necessary for the relevant purpose.

7. Data Security

Knyazeva Ltd takes reasonable measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

Access to customer information will be restricted to people who reasonably need it for their role or for the purposes described in this policy.

No method of storing or transmitting information can be guaranteed to be completely secure. However, we take reasonable steps to protect the information we hold.

8. How Long We Keep Information

We retain personal information only for as long as reasonably necessary for the purpose for which it was collected.

Booking, financial and business records may need to be retained for longer periods where required by law, tax requirements, licensing requirements, insurance requirements or legitimate business needs.

When information is no longer required, it will be securely deleted or otherwise disposed of where appropriate.

9. Your Rights

Depending on the circumstances and applicable data protection law, you may have rights including:

- the right to request access to personal information we hold about you;
- the right to request correction of inaccurate information;
- the right to request deletion of information where applicable;
- the right to request restriction of processing in certain circumstances;
- the right to object to certain processing;
- the right to data portability where applicable;
- the right to withdraw consent where processing is based on consent.

Some rights are subject to legal conditions and exemptions.

10. Marketing

Knyazeva Ltd does not need to use your booking information for unrelated marketing purposes.

Where marketing communications are sent and consent is required by law, appropriate consent will be obtained.

You may ask us to stop sending marketing communications at any time.

11. Cookies and Website Information

Our website may use cookies or similar technologies where necessary for website operation, security, functionality or other permitted purposes.

Where applicable, additional information about cookies and similar technologies will be provided through the website.

12. Children

Our services may be used by passengers who are under 18 where a booking is made in accordance with applicable requirements.

We do not knowingly collect unnecessary personal information about children.

Where information concerning a child is necessary to provide a booking or meet a legal or safeguarding requirement, it will be handled appropriately.

13. Safeguarding and Emergency Situations

Where necessary to protect a person from serious harm, personal information may be shared with emergency services, police, safeguarding authorities or other appropriate organisations.

Any such disclosure will be limited to information reasonably necessary for the relevant purpose and handled in accordance with applicable law.

14. Data Breaches

If Knyazeva Ltd becomes aware of a personal data breach, the company will assess the incident and take appropriate action in accordance with applicable data protection requirements.

Where legally required, the relevant authority and affected individuals will be notified.

15. Changes to This Privacy Policy

This Privacy Policy may be updated from time to time to reflect changes in legislation, regulatory requirements, our services or the way we process personal information.

The current version will be made available on this website.

16. Contact

If you have questions about this Privacy Policy or wish to exercise a data protection right, please contact Knyazeva Ltd using the contact details provided on this website.

When making a request, please provide sufficient information to allow us to identify you and

understand your request.

KNYAZEVA LTD

Executive Chauffeur & Private Hire

Professional • Discreet • Reliable

Privacy Policy — Current Version

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