

AERO-COMS – PRIVACY POLICY (UK GDPR)

Last updated: 7 January 2026

Business location: United Kingdom

This Privacy Policy explains how Aero-Coms ("we", "us", "our") collects, uses, stores and protects your personal data when you use our website, services, and training platform.

We are committed to protecting your privacy and complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. WHO WE ARE

Aero-Coms is a provider of aviation English training, coaching, assessments and online learning services. If you have any questions about this Privacy Policy or your data, you can contact us at:

Email: info@aero-coms.com

2. WHAT DATA WE COLLECT

We may collect and process the following types of personal data:

2.1 Identity Data

- Name
- Email address
- Contact details

2.2 Account Data

- Login credentials
- Course enrolment details
- Training history

2.3 Payment Data

- Billing address
- Transaction details (payments are processed securely by third-party providers; we do not store full card details)

2.4 Technical Data

- IP address
- Browser type and version
- Device information
- Website usage data (analytics)

2.5 Training & Assessment Data

- Audio and video recordings of Sessions
- Submitted exercises and assessments
- Feedback and performance data

3. HOW WE USE YOUR DATA

We use your personal data for the following purposes:

- To provide and manage our Services
- To schedule and deliver training Sessions
- To process payments and manage accounts
- To communicate with you regarding your training
- To improve our Services and platform
- To comply with legal obligations

4. LEGAL BASIS FOR PROCESSING

We process your personal data under the following lawful bases:

- Contractual necessity - to provide the Services you have purchased
- Legitimate interests - to improve Services and manage our business
- Legal obligation - to comply with applicable laws
- Consent - where required (e.g. recordings, marketing)

5. RECORDINGS & TRAINING DATA

5.1 Training Sessions may be recorded for:

- Training and review purposes
- Quality assurance
- Assessment and feedback

5.2 Recordings remain the property of Aero-Coms.

5.3 By participating in Sessions, you acknowledge that recording may take place.

6. DATA SHARING

We may share your data with:

- Payment processors
- IT and platform providers (e.g. hosting, video conferencing tools)
- Professional advisers where necessary

We do not sell your personal data to third parties.

7. INTERNATIONAL TRANSFERS

Some of our service providers may be located outside the UK.

Where this occurs, we ensure appropriate safeguards are in place, such as:

- UK adequacy regulations
- Standard contractual clauses

8. DATA RETENTION

We retain personal data only for as long as necessary:

- Account and training data: duration of your relationship + reasonable period after
- Financial records: as required by law (typically 6 years)
- Recordings: retained for training and quality purposes unless deletion is requested

9. YOUR RIGHTS

Under UK GDPR, you have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion of your data
- Restrict processing
- Object to processing
- Request data portability

To exercise your rights, contact us at info@aero-coms.com.

10. DATA SECURITY

We implement appropriate technical and organisational measures to protect your data from unauthorised access, loss or misuse.

11. COOKIES

Our website may use cookies and similar technologies to improve user experience and analyse website traffic. You can control cookie preferences through your browser settings.

12. CHANGES TO THIS POLICY

We may update this Privacy Policy from time to time. Any changes will be posted on our website with an updated revision date.

13. CONTACT

If you have any questions or concerns about this Privacy Policy or your data, please contact:

Aero-Coms

Email: info@aero-coms.com

Website: www.aero-coms.com