

Luxury Data Privacy Policy

Privacy • Discretion • Confidentiality

Effective Date: August 2026

At Colombo Transport, privacy, discretion and confidentiality are fundamental elements of our luxury service. This policy explains how personal information may be collected, used, stored, shared and protected in connection with our transportation and related travel services.

1. OUR COMMITMENT TO PRIVACY

We are committed to handling personal information responsibly, transparently and only for legitimate business and operational purposes. Our principles are **Confidentiality, Discretion, Security, Transparency and Responsible Data Handling**.

2. INFORMATION WE MAY COLLECT

Depending on the service, information may include name, email, telephone or WhatsApp number, nationality where relevant, pickup and drop-off locations, hotel details, flight or cruise information, travel dates, itinerary, passenger count, luggage requirements, vehicle preferences, special requests, company details, billing information, booking correspondence and service feedback.

3. SENSITIVE & IDENTIFICATION INFORMATION

Certain premium services such as airport assistance, Fast Track, private aviation, diplomatic movements or security-related arrangements may require additional identification information. Passport or identification details should be collected only where genuinely necessary and handled with enhanced confidentiality.

4. HOW WE COLLECT INFORMATION

Information may be provided through website forms, email, telephone, WhatsApp, direct reservations, travel agents, hotels, corporate clients, DMCs, event organizers, authorized representatives and other legitimate booking partners.

5. HOW WE USE PERSONAL INFORMATION

Information may be used to process enquiries and quotations; confirm reservations; arrange vehicles, chauffeurs and airport services; coordinate tours, events, MICE, weddings, VIP or aviation services; communicate updates; process invoices and payments; handle amendments and cancellations; provide operational support; meet legal obligations; and maintain appropriate business records.

6. VIP, VVIP & DIPLOMATIC CONFIDENTIALITY

For privacy-sensitive movements, information should be handled on a strict need-to-know basis wherever practical. Passenger identity, itinerary, accommodation, meetings, schedules and conversations should not be unnecessarily disclosed. Additional confidentiality or NDA arrangements may be considered where appropriate.

7. CHAUFFEUR ACCESS TO INFORMATION

Chauffeurs should receive only information reasonably necessary to perform the assigned service, such as guest name, pickup location, destination, pickup time, flight details, contact information and operational instructions. Guest information and conversations should remain confidential.

8. SHARING INFORMATION WITH SERVICE PARTNERS

Where necessary to fulfil a confirmed booking, limited information may be shared with trusted transport providers, hotels, airport providers, guides, attractions, event suppliers, aviation partners, payment processors, technology providers, professional advisers or authorities where legally required. Independent providers may have their own privacy policies.

9. PAYMENT INFORMATION

Payments may be processed through banks, payment gateways, card processors or other authorized financial providers. Where payment information is handled directly by an independent processor, that provider's security and privacy terms also apply. Complete payment-card credentials should not be unnecessarily retained.

10. DATA SECURITY

Reasonable administrative, operational and technical measures should be used to protect personal information against unauthorized access, loss, misuse, improper disclosure, alteration or destruction. Access should be limited to those who reasonably require it for legitimate purposes. No electronic system can be guaranteed completely secure.

11. DATA RETENTION

Personal information should be retained only as long as reasonably necessary for service delivery, customer relationships, disputes, accounting and taxation, legal obligations, fraud prevention, security and legitimate recordkeeping. When no longer required, information should be securely deleted, anonymized or appropriately disposed of, subject to applicable requirements.

12. WEBSITE INFORMATION & COOKIES

Our website may use cookies and similar technologies to support functionality, understand usage, improve performance and enhance visitor experience. Where analytics, advertising or third-party technologies are used, additional cookie information and consent mechanisms should be provided where required.

13. MARKETING COMMUNICATIONS

Where permitted, Colombo Transport may communicate information about services, offers, travel experiences or company updates. Where consent is required, appropriate permission should be obtained. Recipients should have a reasonable method to unsubscribe.

14. PHOTOGRAPHY & SOCIAL MEDIA

Photographs, videos, names, travel details or other identifiable guest information should not be used for promotional or social-media purposes without appropriate permission where consent is required. Additional discretion should be exercised for VIP, diplomatic, corporate, celebrity, family and privacy-sensitive guests.

15. CHILDREN'S INFORMATION

Information relating to minors should be collected only where reasonably necessary and handled with appropriate care. Where required, it should be supplied or authorized by a parent, guardian or responsible booking party.

16. INTERNATIONAL CLIENTS & DATA TRANSFERS

As we serve international travellers and overseas partners, personal information may sometimes be communicated across national borders for legitimate service coordination. Reasonable measures should be used to ensure appropriate handling.

17. YOUR PRIVACY RIGHTS

Subject to applicable law, individuals may have rights to request access, correction, updating, deletion, withdrawal of consent, restriction or objection to certain processing. Some information may need to be retained for legal, contractual, accounting or other legitimate grounds. Identity verification may be required.

18. DATA BREACH & INCIDENT MANAGEMENT

If a personal-data security incident occurs, reasonable steps should be taken to **Identify - Contain - Investigate - Correct - Document - Notify where legally required**. Corrective measures should be implemented where appropriate.

19. THIRD-PARTY WEBSITES & SERVICES

Our website or communications may contain links to independent third-party services. Colombo Transport is not responsible for their privacy practices. Guests should review those providers' privacy policies before submitting information directly to them.

20. CHANGES TO THIS PRIVACY POLICY

This policy may be updated periodically to reflect changes in services, operational practices, technology or applicable legal requirements. The latest version should be published with its effective or updated date.

21. CONTACTING US ABOUT PRIVACY

Questions, concerns or privacy requests can be submitted through the contact information published on our official website. Requests should include sufficient information to identify the relevant booking or communication and allow an appropriate response.

OUR PRIVACY PROMISE

Your Journey Is Private. Your Information Should Be Too.

The Colombo Transport Privacy Standard: Confidentiality. Discretion. Security. Trust.

Important: This policy should be legally reviewed before publication to ensure it accurately reflects Colombo Transport's actual data practices, website technologies, service providers and applicable privacy-law obligations.