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QT LUXE

— QUEENSTOWN —
TRANSFERS



+64 212 788 915

Luxury Airport Transfers & Private Day Tours Queenstown • Central Otago • South Island • North Island

QT LUXE TRANSFERS

PRIVACY POLICY

Dated: 28 August 2026

Business: QT Luxe Transfers

Location: Queenstown, New Zealand

WhatsApp: (+64) 21 278 8915 | **Telephone:** 0800 333 569

Email: booking@qtluxetransfers.co.nz

1. Our Commitment to Privacy

QT Luxe Transfers respects the privacy of people who use our website, request information from us or book our services.

This Privacy Policy explains what information we collect, why we collect it, how we use it, when it may be shared and the choices available to you.

We handle personal information in accordance with applicable New Zealand privacy requirements.

2. Information We Collect

Depending on how you interact with QT Luxe, we may collect:

Contact information

- Full name
- Email address
- Telephone number

Journey information

- Pickup location
- Drop-off location
- Travel date
- Travel time
- Flight number
- Number of passengers
- Luggage requirements
- Child-seat requirements
- Special requests
- Tour or transfer preferences

Booking information

- Services requested or booked
- Quotations
- Communications relating to your booking

Payment information

Payments may be processed through third-party payment providers.

QT Luxe does not need to retain your complete card number or security code to administer a booking.

Payment information may therefore be handled directly by the payment provider in accordance with its own privacy and security arrangements.

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3. Information You Provide

We collect information when you:

- submit an online enquiry;
- request a quotation;
- make a booking;
- contact us by email;
- contact us by telephone or messaging service;
- provide feedback; or
- otherwise communicate with QT Luxe.

4. Information Collected Automatically

When you use our website, certain technical information may be collected automatically. This can include:

- IP address;
- browser type;
- device information;
- operating system;
- pages viewed;
- approximate geographic information;
- referring website;
- date and time of visits; and
- website interaction information.

This information may be used to operate, secure and improve the website.

5. Cookies and Similar Technologies

Our website may use cookies and similar technologies. These technologies may help us:

- remember website settings;
- understand website usage;
- improve website performance;
- measure marketing effectiveness;
- maintain security; and
- provide relevant website functionality.

Where third-party analytics or marketing technologies are used, their own privacy policies may also apply.

You may be able to manage cookies through your browser settings. Disabling certain cookies may affect website functionality.

6. Why We Use Personal Information

We use personal information to:

- respond to enquiries;
- prepare quotations;
- process and administer bookings;
- provide transport services;
- coordinate airport pickups;
- monitor flight information where required for a booking;

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- communicate booking changes;
- arrange child seats and luggage requirements;
- process payments;
- provide customer support;
- maintain business records;
- improve our website and services;
- prevent fraud or misuse; and
- comply with legal obligations.

7. Flight Information

Where you provide flight details, we may use those details to monitor the relevant flight and coordinate your airport transfer.

Flight information may be provided to relevant operational personnel or service providers where reasonably necessary to deliver the transfer.

8. Sharing Information

We may disclose relevant information to trusted third parties where necessary to provide or administer our services. These may include:

- payment processors;
- booking and reservation technology providers;
- website hosting providers;
- email and communication providers;
- mapping and route technology providers;
- flight-information providers;
- professional advisers;
- technology and IT service providers;
- insurers where appropriate; and
- government or law-enforcement authorities where legally required.

We aim to provide third parties only with information reasonably necessary for the relevant purpose.

9. Payment Processing

Online payments may be processed through external payment providers.

When you make a payment, you may be redirected to or interact with a third-party payment platform.

The payment provider may collect and process payment information under its own privacy policy and security controls.

10. Data Security

We take reasonable steps to protect personal information against:

- loss;
- unauthorised access;
- disclosure;
- alteration; and
- misuse.

No internet transmission or electronic storage system can be guaranteed to be completely secure.

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11. How Long We Keep Information

We retain information only for as long as reasonably necessary for the purposes for which it was collected, including:

- administering bookings;
- maintaining financial and business records;
- handling disputes;
- meeting legal obligations;
- improving services; and
- protecting our legitimate business interests.

When information is no longer required, we will take reasonable steps to void it.

12. Marketing Communications

If you choose to receive marketing communications from QT Luxe, we may use your contact information to send information about:

- services;
- special offers;
- travel products;
- company updates; or
- other relevant communications.

You may opt out of marketing communications at any time.

Transactional communications relating to an existing booking may still be sent where necessary to provide the service.

13. Children's Information

Our services may be booked for families travelling with children.

We collect information about children only where reasonably necessary to provide the requested service, such as passenger numbers or child-seat requirements.

We do not knowingly use children's information for unrelated purposes.

14. Changes to This Policy

We may update this Privacy Policy when our services, technology or legal requirements change.

The updated version will be published on our website with a revised effective date.

Contact

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