

Privacy Policy

<https://www.tbilisi-transfer.com>

This Privacy Policy explains how Tbilisi Transfer ("we", "us" or "our"), operating the website <https://www.tbilisi-transfer.com> (the "Site"), collects, uses, stores and protects personal data provided by visitors and customers when using our website, booking forms, contact forms and related transfer services.

We take the protection of personal data seriously. This policy is based on the principles of transparency, lawful processing, data minimization and reasonable security measures, including the requirements of the General Data Protection Regulation (GDPR) where applicable.

Last updated: September 1, 2026

1. Personal data we collect

We collect and process personal data only when it is provided voluntarily by the user or is technically necessary for the website to function correctly. Depending on the form or request, we may collect:

- name and surname;
- email address;
- phone number or messenger contact;
- pickup and drop-off locations;
- date and time of transfer;
- flight number or arrival details, when needed for airport pickup;
- number of passengers, luggage details and child seat requests;
- message text and any additional information sent through the website form.

2. Purposes of processing

We process personal data for the following purposes:

- to receive, confirm and manage private transfer bookings in Georgia;
- to communicate with customers regarding routes, prices, vehicles, pickup details and booking changes;
- to provide services connected with the specialization of the Site;
- to improve the quality, usability and security of the website;
- to respond to questions, requests, complaints or feedback;
- to comply with applicable legal requirements and lawful requests from authorized authorities.

3. Legal basis and consent

By submitting a booking request, contact form or message through the Site, the user voluntarily provides personal data and agrees to its processing for the purposes described in this Privacy Policy. Where consent is required, the user may withdraw it by contacting us at the email address listed below.

4. Data storage, alteration and removal

Users who have provided personal data through www.tbilisi-transfer.com have the right to request access to their data, correction of inaccurate data, deletion of data, restriction of processing or withdrawal of consent where applicable.

To request access, correction or removal of personal data, please contact us at info@tbilisi-transfer.com. Personal data is stored only for as long as it is necessary for the purposes for which it was collected, including booking management, customer communication, accounting or legal requirements. After the relevant purpose is completed, personal data may be deleted or anonymized unless retention is required by applicable law.

5. Processing of technical data

When you visit www.tbilisi-transfer.com, technical information may be collected automatically, including IP address, time of visit, browser type, device information, operating system, pages viewed and other similar data. This information helps the Site display correctly, improve user experience, analyze website traffic and maintain security. Such technical data is not normally used to directly identify a visitor.

6. Cookies and similar technologies

The Site may use cookies and similar technologies to ensure correct website operation, remember user preferences, improve browsing convenience and analyze how visitors use the Site. More detailed information is provided in our [Cookie Policy](#).

7. Processing by third-party services

The Site may use third-party online services that process technical or analytical information independently from us. Such services may include website analytics, advertising, maps, anti-spam tools, hosting, email, messenger or communication services. Data collected by such services is processed according to their own privacy policies and terms.

We do not sell personal data. We may share booking-related information with drivers or service partners only when it is necessary to arrange and provide the requested transfer service, for example passenger name, phone number, route, pickup time, flight number, luggage details or special requests.

8. Children's personal information

The Site is not intended to collect personal data from underage users without the consent of parents or legal guardians. If you are a parent or legal guardian and believe that a child has provided us with personal information without your consent, please contact us at info@tbilisi-transfer.com.

9. Data security

We apply reasonable organizational and technical measures to protect personal data from unauthorized access, loss, misuse, alteration, disclosure or destruction. However, no method of data transmission over the Internet or electronic storage can be guaranteed to be completely secure.

10. Links to other websites

www.tbilisi-transfer.com may contain links to third-party websites that are not controlled by us. We are not responsible for the content, security practices or privacy policies of such websites. We recommend reviewing the privacy policy of each website you visit.

11. Changes to this Privacy Policy

We may update this Privacy Policy from time to time. Any changes become effective after the updated document is posted on www.tbilisi-transfer.com. Users are encouraged to review this page periodically to stay informed of updates.

12. Contact information

For questions, requests or comments regarding this Privacy Policy or the processing of personal data, please contact us:

- Website: <https://www.tbilisi-transfer.com>
- Email: info@tbilisi-transfer.com
- Phone / WhatsApp / Viber / Telegram: +995 511 73 92 46

If you do not agree with this Privacy Policy, you should not use the services and forms of www.tbilisi-transfer.com.