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Privacy & Security Policy 2022

This policy outlines the privacy and protection of your data and the reasons we may hold personal information and why. We are committed to ensuring that all personal information handled by Countrywide Coaches will be held legally and to the current government standards.

Whose personal data might we need to hold?

Any data held will be in relation to a requirement from a customer. For example, potential customers requesting quotations, or current customers who have previously booked with us.

What personal data might we require or hold and how will it be used/processed?

As a coach operator, we may need personal information to complete your booking(s) or obtain a quotation. However, any data is kept to a minimum. Examples of what we may need and why are as follows:

- **Full Name of customer / passenger (personal or business)**
 - This information is required to raise and send an invoice.
 - We will also need an emergency contact name for the driver on the day of your journey if a booking is made
- **Email Address or Home Address / Billing Address (personal or business)**
 - This information is needed to raise and send an invoice to a customer
- **Contact Number (personal or business)**
 - This information is needed to contact a customer regarding their quote, booking or potential future bookings.
 - If a booking has been made, we may request permission to release a contact number to the driver completing your journey for emergency purposes. However, we will not do this without your prior consent.

We will not request, require nor record 'special categories' of personal data such as; Gender, Health, Religion etc.

Data may be used to contact you for future quotations or booking promotions. If you do not wish to be contacted in this manner, please confirm to us and we will opt you out of future correspondence which does not relate to a firm booking or quotation request by you.

How long will your data be stored?

Any personal data required for a quotation or booking will be held for as long as you are a customer with us, and usually for 6 years after as required by law.

Will personal data be kept safe?

Any personal data held will be password protected and appropriate computer security will be kept up to date

Your rights of access to your personal data:

You have a right to see any information held on you. For us to release this data to you, we will need a request in writing via post or email, along with proof of identity. You will normally get the information released to you within 24 hours.

Right to erase personal data:

Should you wish to erase your personal data held with us, please see Article 17 of the General Data Protection Regulation. If your request is in line with this, please contact us along with proof of identity. We will normally erase your information within 24 hours.

If you have any further questions or complaints about your privacy, please contact Olivia Bell or Karl Bell on info@countrywide-coaches.co.uk, by calling 01494 240090 or via post to Countrywide Coaches, 19 Chiltern Close, Princes Risborough, Buckinghamshire, HP27 0EA

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