



01494 240 090
www.countrywide-coaches.co.uk
info@countrywide-coaches.co.uk

Privacy & Security Policy 2024

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.

Our contact details

Name: Countrywide Coaches Limited

Address: 19 Chiltern Close, Princes Risborough, HP27 0EA (registered office), Lower Court Farm, Lane End, HP14 3JP (operating centre)

Phone Number: 01494 240090

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
 - To ensure Health and Safety of our passengers
- **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 release a contact number to the driver completing your journey for emergency purposes.

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. After this point it will be destroyed and deleted from our files.

Will personal data be kept safe?

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



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CCTV

We have CCTV on board our coaches and on the external buildings of our operating centre. The lawful purpose of this is for the safety of our staff, passengers and the general public.

No CCTV is installed in intimate locations such as toilets. Cameras are located at height and have been professionally installed.

The person(s) in charge of CCTV are Karl Bell and Olivia Bell of Countrywide Coaches Limited.

The Data is protected via password and no one is able to access the footage without legal consent

The Data will only be shared with the relevant person(s) where a situation arises where it needs to be accessed for safety or legal reasons

The Data will be kept for up to 90 days on the servers, but may be kept for up to three years if downloaded for security reasons

Your data protection Rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at 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

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Countrywide Coaches Limited, 19 Chiltern Close, Princes Risborough, HP27 0EA or info@countrywide-coaches.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>