

# TheGreenBus

## Privacy Policy

### THE GREEN TRANSPORT COMPANY LIMITED (TRADING AS “THE GREEN BUS”)

#### Introduction

The Green Transport Company Limited (“we”) are committed to protecting the privacy and confidentiality of the information which users of our website (“you”) provide to us when using our website ([www.thegreenbus.co.uk](http://www.thegreenbus.co.uk)) (“Website”).

We uphold the data protection principles and shall at all times endeavour to process your personal data in accordance with the Data Protection Act 1998.

This Privacy Policy forms part of the terms of use that govern your use of our Website. Please take time to read it as it provides you with information regarding:

1. What personal information we collect from you
2. How we use your personal information
3. To whom we will disclose your personal information
4. What choices you have regarding the collection, use and distribution of your personal information

**By submitting your personal information to us, you consent to us using it in accordance with this Privacy Policy.**

#### **1. What information do we collect from you?**

You can access many of the pages on our Website without giving us your personal information. However, you may provide us with your personal information when you register for or log-in to any secure areas of the Website, when you complete an application form for a bus pass or other enquiry form, when you post any messages on the Website, or send us e-mails, text messages or other communications. The personal information you provide to us may include your name, the names of your

children/siblings, your address (and bus stop from which You take or wish to take the bus), e-mail address, telephone number and other contact details, your date of birth, school (or that of your child/siblings), your internet protocol (IP) address and your bank details. By providing this information to us and other personal information, you consent to us using it as set out in this Privacy Policy.

### **Cookies and IP logging**

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service. They enable us:-

- To estimate our audience size and usage pattern.
- To store information about your preferences, and so allow us to customise our site according to your individual interests.
- To speed up your searches.
- To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log onto our site.

## **2. How do we use your information?**

We shall use any personal information you provide to us in accordance with this Privacy Policy and with the privacy statements (if any) that might appear in the forms through which you submit information to us.

Your personal information which you provide to us will enable us to provide you with access to all parts and functions of the Website, to provide you with our services (and those of our subcontractors), to provide you with information (such as service and safety information), to arrange and collect payments from you and/or to otherwise assist and deal with your queries and comments.

We may occasionally use your personal information to send you advertising and marketing material relating to our goods and services and those of our partners which might be of interest to you. However, if you no longer wish to receive these marketing and advertising materials, you may unsubscribe from receiving them by notifying us by e-mail at [hello@thegreenbus.co.uk](mailto:hello@thegreenbus.co.uk).

We may use your personal information where we consider this to be necessary to defend or establish our legal rights or where otherwise required by law or binding regulation.

Where there are facilities within this Website which allow you to type in information and send it to us, you should be aware that such transmissions may not be subject to particular encryption and could, in theory, be intercepted and read by third parties. As such, you should avoid including any information in such transmissions which you consider private.

We employ technical and organisational safeguards to protect your information as far as reasonably practicable from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

We will retain your information for a reasonable period or such other period as the law may require.

The personal information you provide to us will be held on our computers in the United Kingdom.

We may transfer your personal information to our subcontractors outside the United Kingdom. However, we will never transfer your personal information outside of the European Economic Area.

### **3. Who will we disclose your information to?**

For the purposes set out in this Privacy Policy and for any additional purposes approved by you from time to time, you consent to us disclosing your personal information to our staff, agents and subcontractors, to our bank and your bank (for securing payment from you for our services), to relevant debt collection agencies (engaged by us to collect debts you owe us), your school (or that of your child), the police, relevant regulatory bodies and to our professional advisors. If we are merged in any way with another company or organisation, you also consent to us disclosing your information to such company or organisation with whom we merge.

We may occasionally pass anonymous information on the usage of the Website to third parties. However, this will never include any information that can be used to identify you.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the personal information you provide to us without your consent.

### **Accessing and updating**

You have a right to ask us to provide you with the information we hold about you. If you wish to do this, please call us on 0845 234 2222 or contact us by e-mail at [hello@thegreenbus.co.uk](mailto:hello@thegreenbus.co.uk).

### **Changes/Modification**

You have a right to ask us to change or modify the personal information we hold about you at any time. If you become aware that any of the information that you have given to us is inaccurate or has changed, then please let us know as soon as possible so that we can update our records.

### **Opt-Out Procedure**

If you wish to withdraw your consent to receiving advertising or marketing material from us and our partners at any time, please notify us by e-mail at [hello@thegreenbus.co.uk](mailto:hello@thegreenbus.co.uk).

### **Amendments**

We may amend the terms of this Privacy Policy at any time. Any revised version will be effective immediately upon display on the Website.

### **Contact**

If you have any questions, comments or requests relating to this Privacy Policy and our use of your personal information, please call us on 0845 234 2222 or contact us by e-mail at [hello@thegreenbus.co.uk](mailto:hello@thegreenbus.co.uk).