

Privacy Policy (South East Coaches Ltd)

This policy tells you what to expect when we collect your personal information. Please read the following carefully to understand how we collect and handle your personal data and for what purposes.

South East Coaches Ltd complies with the General Data Protection Regulations (GDPR). For the purposes of GDPR, if you provide any personal information to us, we will be the data controller.

Who are we?

Established in 2011, South East Coaches is an Essex and London based coach company which provides quality coach hire for all occasions within the United Kingdom.

As a coach operator, we are motivated to continuously provide customers with exceptional service. Since starting trading, we have quickly gained an excellent reputation in the industry for the high standard of service we offer. Wherever the required destination, our vehicles provide comfort, safety and technology. We cater for all coach hire requirements and are meeting the needs of many different areas of the industry on a daily basis whether it's corporate travel, a school trip or a private day excursion.

What information do we collect about you?

We will not collect or use personal data unless it is lawful for us to do so. The basic personal information which we may collect and process is:

- Personal/Company Name
- Personal/Company Address
- Personal/Company Contact Details (Sales/Accounts/Management etc)
- Various telephone numbers as supplied by you
- Various email addresses as supplied by you
- VAT number (where appropriate)

How will we use information about you?

South East Coaches Ltd does not sell, share or transfer personal information except as set out in this privacy policy. We do not use your data for marketing purposes.

We use data relating to your business to facilitate trading with you (and your company) and for general correspondence with you/your staff on a regular basis.

South East Coaches Ltd will never pass on or sell this information without your permission.

We use data processors who are third parties who provide elements of services for us. We have contracts in place with our data processors. This means that they cannot do anything with your personal information unless we have instructed them to do it. They will not share your personal information with any organisation apart from us. They will hold it securely and retain it for the period we instruct.

How long will we keep the information?

We keep personal information for as long as necessary to meet our legal and operational requirements and to ensure we can fulfil our operational duties.

How do we keep your information secure?

Under GDPR, we have a duty to keep personal data and information confidential. We take all reasonable steps to keep it secure, use it fairly and ensure that data protection safeguards are in place.

If you have any queries or concerns, you can contact us at info@southeastcoaches.co.uk

Access to your information and correction

GDPR gives you a right of access to the personal data we hold about you. These are called '**subject access requests' (SARs)**. In instances where we are not required to provide you with information we hold about you, we will let you know.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Your right to complain

We work to high standards when it comes to processing your personal information. If you have any queries or concerns, you can contact us at info@southeastcoaches.co.uk

If you remain dissatisfied, you can make a complaint about the way we process your personal information to the Information Commissioner's Office.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org or www.allaboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Changes to our privacy policy

We keep our privacy policy under regular review. This privacy policy was last updated in September 2018.

How to contact us

If you have any questions about our privacy policy or the information we hold about you, you can contact our Data Protection Officer via email at info@southeastcoaches.co.uk or in writing to:

South East Coaches Ltd
43 Fletcher Drive
Wickford
Essex
SS12 9FA