

Privacy Notice

Who are we?

This Privacy Notice is provided by Cooks Coaches. We are a controller of your personal data under the General Data Protection Regulation (GDPR) from 25th May 2018.

What is the purpose of this Privacy Notice?

This Privacy Notice explains how we collect, use, share and protect your personal data. It applies to any passenger travelling on a holiday or day excursion sold by us, and to individuals and organisations hiring a coach from us.

Whose personal data do we collect?

We collect and process personal data about individuals who may be current, former, or prospective customers and where applicable, their travelling companions.

What kind of personal data do we collect about you?

We collect from you personal data such as your name, address, passport details, credit/debit card details, email address and country of residence as well as any other information we ask you to provide on our application forms, related documents, and/or on our website.

How do we collect your personal data?

We may collect your information when you provide it to us either by means of booking forms, and/or on our website, or from correspondence and conversations with our representatives and agents. If you use our website or other online communication, we may also collect certain information automatically from your computer or device such as cookies or IP addresses.

Do we collect personal data about you from third parties?

We may also collect your personal data from our agents and/or from the lead passenger on a booking.

How will we use your personal data?

We use your personal data to

- a) Perform our contract with you. That is to administer and deliver your holiday, day excursion, or coach hire.
- b) Comply with our legal obligations.
- c) Pursue our legitimate interests such as recovering debts owed by you to us
- d) Recording and monitoring conversations, calls, and electronic communications for record keeping, security, quality, staff training and other business purposes.
- e) Purchasing services from third parties which support us in providing our services to you.
- f) Maintaining the relationship and otherwise interacting with you.
- g) Undertaking business analysis and market research relevant to our business.
- h) Protecting our interests, including establishing, exercising and defending legal rights and claims.

What are the consequences if you fail to provide us with the requested personal data?

If you do not provide the data which we require for either administrative or legal purposes, then we will not be able to make or fulfil a contact with you and this may result in you being unable to travel.

Who do we share your personal data with?

We may share your data with our service providers, agents and delegates such as hotels, mailing service providers, ferry companies, auditors and other professional and technical advisors. Where we use third parties who process your data on our behalf, we ensure they do so in accordance with our instructions and that they put appropriate technical and organisational security measures in place to adequately protect your personal data.

We may disclose your personal data to third parties when we are legally required to do so.

We may also share your data with a potential buyer in connection with any proposed purchase, merger, or acquisition of any part of our business.

We may store or process some of your personal information outside of the UK for specific purposes such as mailing and we do provide information for overseas tours to appropriate service providers.

How do we protect your personal data?

We have implemented technology and policies with the objective of protecting your personal data from unauthorised access and improper use.

How long do we hold your personal data for?

We keep your personal details for as long as we have a relationship with you. When deciding how long to keep your personal details after our relationship with you has ended, we take into account our legal obligations and regulators' expectations. We may also retain records to investigate or defend potential legal claims.

What are your rights in relation to the personal data we hold about you?

You have the right subject to applicable laws and in the right circumstances, to see what information we hold about you, to rectify it and to request erasure of your personal data. You can ask us to restrict processing of it, or to transfer it, or object to our use of it. Should you wish to exercise these rights please contact us. If you are unhappy with the way in which we have handled your request, you may complain to the Information Commissioner's Office (ICO).

How can you contact us?

You can contact Cooks Coaches by visiting or writing to our head office at:

607 London Road,

Westcliff-on-Sea,

Essex, SS0 9PE

You can phone 01702 344702

You can send an email to info@cookscoaches.co.uk

Changes to this Privacy Notice

This Privacy Notice is subject to review and may be changed over time. This Notice was issued on 26th July 2022.