



LLOYDS COACHES

PRIVACY POLICY

1. Introduction

Lloyds Coaches] ("we", "us", "our") is committed to protecting the privacy and security of your personal information.

This Privacy Policy explains how we collect, use, store, share, and protect personal data relating to passengers, customers, employees, job applicants, contractors, suppliers, visitors, and website users. We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable privacy laws.

2. Who We Are

Data Controller:

Lloyds Coaches Ltd.

Registered Address:

Old Crosville Garage, Doll Street, Machynlleth, Powys SY20 8BH

Contact Details:

Email: info@lloydscoaches.com

Telephone: 01654 702 100

Privacy Contact: Miranda Cooke

3. Personal Information We Collect

Depending on your relationship with us, we may collect and process:

Passenger and Customer Information

- Name and contact details
- Correspondence and enquiries
- Customer feedback and complaints
- Lost property claims
- Concessionary travel information where required
- Details relating to incidents or accidents involving our services

Website and Digital Services

- IP address
- Device information
- Browser type
- Website usage information
- Cookie and tracking information

Recruitment Information

- CVs and application forms
- Employment history
- Qualifications
- References
- Right-to-work documentation

Supplier and Contractor Information

- Business contact details
- Contract and payment information
- Professional qualifications where relevant

4. How We Collect Information

We collect information:

- Directly from you when you contact us or use our services
- Through our website and online forms
- From recruitment agencies and references
- From local authorities and transport partners where appropriate
- From insurers, legal representatives, and regulatory bodies where necessary

5. How We Use Personal Information

We use personal information to:

- Deliver passenger transport services
- Respond to enquiries and customer service requests
- Manage complaints and feedback
- Investigate accidents and incidents
- Process job applications and recruitment activities
- Manage contracts with suppliers and contractors
- Comply with legal and regulatory obligations
- Improve our services and customer experience
- Protect our business, employees, passengers, and assets
- Establish, exercise, or defend legal claims

6. Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests pursued by the company

- Consent, where required
- Protection of vital interests
- Performance of a task carried out in the public interest where applicable

Where special category data is processed, we will apply the additional conditions required by UK GDPR and the Data Protection Act 2018.

7. Sharing Your Information

We may share personal information with:

- Local authorities and transport authorities
- Insurance providers
- Professional advisers including solicitors and auditors
- Regulatory and enforcement bodies
- Service providers acting on our behalf
- Courts, tribunals, and government agencies where required by law

All third parties are required to respect the security of personal data and process it in accordance with applicable laws.

8. CCTV

We operate CCTV systems on certain vehicles and premises for safety, security, crime prevention, accident investigation, and operational purposes. Information about our use of CCTV, including retention periods, access rights, and sharing arrangements, is provided in our separate **CCTV Privacy Notice**.

9. Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, regulatory, accounting, insurance, and reporting requirements. Retention periods vary depending on the type of information and our legal obligations. When data is no longer required, it will be securely deleted or anonymised.

10. Data Security

We take appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Misuse
- Alteration
- Disclosure
- Destruction

Access to personal data is restricted to those who have a legitimate business need to know.

11. International Transfers

We generally store and process personal data within the United Kingdom. Where personal data is transferred outside the UK, we will ensure appropriate safeguards are in place in accordance with UK data protection legislation.

12. Your Rights

Under UK data protection law, you may have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure of personal data in certain circumstances
- Restrict processing
- Object to processing based on legitimate interests
- Request portability of your data
- Withdraw consent where processing is based on consent

Requests should be directed to the contact details provided in this Privacy Policy.

13. Complaints

If you have concerns about how we handle your personal information, please contact us first so we can try to resolve the matter.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: www.ico.org.uk

14. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes in legislation, regulation, business practices, or operational requirements. The latest version will always be available on our website and upon request.