

Privacy and Data Protection Policy

At Jim Hughes Coaches Ltd, we are committed to protecting and respecting your privacy. This Privacy Policy and the Conditions of Use sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

Information we may collect from you

We may collect and process the following data about you:

- a. Information that you provide by filling in forms on our web-site or provide to our staff when making an enquiry or booking. We may also ask you for information when you report or make a complaint.
- b. If you contact us, we may keep a record of that correspondence.
- c. Details of transactions you carry out through with ourselves and of the purposes of completing work on your behalf.
- d. Details of your visits to our website including, but not limited to, traffic data, location data, weblogs and other communication data.

IP addresses

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration purposes. This is statistical data about and does not identify any individual.

Where we store your personal data

When you make an enquiry for coach hire, day trip bookings or other related activity, we will use your information as described in this Privacy Policy. By providing us with your personal information, you agree that we may store and process your information which we will keep securely.

Uses made of the information

We use information held about you in the following ways:

- a. To ensure that the information you supply enables us to provide the best possible service to you.
- b. To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- c. To carry out our obligations arising from any contracts entered into between us.
- d. To notify you about changes to our service.

Disclosure of your information

We will not disclose your personal information to any third party unless we are under a duty to disclose or share your personal data in order to comply with any legal obligation or where you permit us to do so.

Every now and again, requests are received for information from government departments, the police and other enforcement agencies. If this happens, and there is a proper legal basis for providing your information, it will be provided to the organisation asking for it.

Changes to our Privacy Policy

This Privacy Policy may be updated from time to time so you may want to check it each time you visit our Site.

Contact

Should you have any further details about the information we may hold, the way in which we store and use this information, please contact us directly at Jim Hughes Coaches Ltd, Fell Bank, Birtley, Co Durham DH3 2SP