

Green Community Travel

Privacy Notice to Passengers.

Who we are

At Green Community Travel we ensure any personal data entrusted to us is kept confidential and secure. We understand we have sensitive data and are committed to safeguarding passenger's privacy and this is detailed in this Privacy Notice and sets out how we will treat your personal information.

As registering with us establishes a contract to provide transport services this provides us with the lawful basis for processing your personal data, below we outline when we would use this, why, and how we keep your data secure.

Types of data we collect

- Information that you provide to us for the purposes of registering for our services.
- Information that you provide to us for the purpose of receiving notification of these services.
- We may collect, store and use the following types of data:
- Name, Address, Telephone Number(s) Email Address Emergency Contact Details and Bus Pass Number.
- What we use your data for:
 - To administer the Travel Services we provide.
 - To enable your use of the travel services.
 - Send statements and invoices to you and collect payments from you.
 - Send you emails that you have specifically requested. (You can inform us at any time if you would like to be removed from this list.)

- Mailing Lists

As part of the registration process for our mailing list of services, we collect your email address. We use this purely to facilitate contact and do not share this with any third party.

If you wish to withdraw consent from this email please email admin@greencommunitytravel.co.uk or call 01454 228706.

- Third Parties

- Provide third parties with statistical information about our users
- Provide the local authority with statistical information about bus pass holders as per our contractual agreement with South Gloucestershire Council.
- To enable us to rectify any software issues with **Shaunsoft Ltd** and to meet their contractual obligations. Details of how they may use your data below:

How we hold the information

All the personal data we have is stored on our database(s) currently within the European Union, later this year this database along with all our customer databases will be moved to UK data centres, not later than June 2018.

All access to your CTX data is restricted to approved Shaunsoft staff, using secure accounts with at least 2 factor authentication.

[You can view the Microsoft Azure Security Information here](#)

We follow all the recommended security practices, protocols and guidelines in storing your data. [Specifically with regard to your databases you, you can read the guidelines we follow here](#)

We never keep local copies of your data, occasionally when you provide us data, either to import or upload it is permanently deleted as soon as it is processed. We do not disclose any of your data to any 3rd parties except where we are required to do so legally, such as your invoicing history to our accountants, auditors and HMRC.

- To enable us to rectify any IT issues with our IT Support Company; IAP and to meet their contractual requirements. Details of how they may use your data below:

IAP do not store or hold any of our software data. They do hold our Email Data and this is encrypted in transit, all email data is held in UK datacentres.

Security of your Personal Data:

- We will take reasonable, technical and organisational precautions to prevent the loss, misuse or alteration of your personal information.
- The data held in our building is stored on a network attached device, accessible only from computers connected to our internal network. All data shares are protected by username & password security.
- Our UK based IT support provider have access to our computers via their remote support system. Access to the system requires:
 1. Access to the support companies building.
 2. Log in credentials for the companies PCs (all encrypted).
 3. Username & password for the company portal.
 4. Username & password for the support system.
- In the unlikely event of theft of PCs, in addition to 2, 3 & 4 above, the system will not allow any log in as no other Internet connection is not registered as.
- Only Shaunsoft staff are able to access our system using secure accounts and two factor authentication.
- Shaunsoft follow all the recommended security practices, protocols and guidelines in storing our data. Specifically with regard to your databases you, you can read the guidelines we follow here
- Shaunsoft never keep local copies of our data, occasionally when we provide them with data, either to import or upload it is permanently deleted as soon as it is processed.
- In the event that we terminate our contract with Shaunsoft our data will be retained for no longer than is necessary and once your relationship with Shaunsoft ends all your data will be permanently deleted as soon as practical, in not less than 30 days. However will have to retain your financial and accounting history for legal reasons.

Other Disclosures:

- To the extent we are required to do so by law.
- In connection with any legal proceedings or prospective legal proceedings.
- In order to establish, exercise or defend our legal rights.
- In the event of an emergency which puts you at risk we would follow South Gloucestershire Council's safeguarding policy.
<https://sites.southglos.gov.uk/safeguarding/adults/i-work-with-adults/who-is-an-adult-at-risk-2/>

Access to your personal information

You have the right to change or alter your personal data and this can be done by:

Contact the administration team at Green Community Travel (01454 228706 or admin@greencommunitytravel.co.uk)

You may instruct us to provide you with any personal information we hold about you. Provision of such instruction may be subject to the payment of a fee. (Please see Rights of Access Policy.)

Changes to this Privacy Notice

This policy was renewed on the 1st of May 2018 and will be reviewed annually.

Please sign below if you agree with the privacy notice and return this slip if you are registering as a new passenger:

Passenger Name:

I agree to Green Community Travel's Privacy Policy

Signed:

Dated: