

## Bus Users UK Privacy Policy

At Bus Users UK, we are committed to complying with the GDPR (General Data Protection Regulation) 2018 and protecting the information of everyone we work with.

GDPR is the EU's new data privacy law, effective from 25 May 2018. It focuses on how businesses collect and handle personal data, and ensures that everyone in the EU has the right to access, correct, delete, and restrict the use of their data at any time. It also lays out strict guidelines around consent.

### Bus journey complaints

If you contact us with a complaint against an operator, we have a legitimate interest in sharing some of your information with the operator concerned in order to resolve your complaint. We will keep a record of your complaint, including your contact information, currently for a period of 5 years. You can ask to see this information at any time.

### Supporters

If you sign up to become a supporter of Bus Users UK, we will only contact you with information about our work, forthcoming events and relevant bus passenger news. We will not share your data with any third parties and you can ask for this information to be changed or removed at any time.

### Local groups

If you sign up to become a Branch or Affiliate of Bus Users UK, we will only contact you with information about our work or relevant news or events. You will be given the option of having your contact details on the local group section of our website and you can ask for this information to be changed or removed at any time.

### Funders

As a funder of Bus Users UK we have a legitimate interest (visit [www.eugdpr.org](http://www.eugdpr.org) for details) in holding your data and keeping you informed about our work. You can ask to see or update this information at any time.

### Changing your data

You can ask to see, change or remove whatever data we hold on you, at any time. To change your data preferences simply contact us on 0300 111 0001 email [enquiries@bususers.org](mailto:enquiries@bususers.org) or write to us at the address below, and the changes will be made with immediate effect.

### Data complaints

If you have a complaint about how we handle your data, please contact the ICO (Information Commissioner's Office) [www.ico.org.uk/global/contact-us/helpline](http://www.ico.org.uk/global/contact-us/helpline)

To find out more about GDPR visit [www.eugdpr.org](http://www.eugdpr.org)