

PRIVACY POLICY – “CHURCHILL GO” APP

Introduction

This privacy policy explains how we use any personal information we collect about you when you use the “Churchill Go” app.

Who collects and processes your data

References to ‘we’, ‘our’, or similar derivatives, in this document may refer to us, and also to our authorised Data Processor, UrbanThings Limited (www.urbanthings.co)

What information do we collect about you?

We collect information about you when you register for an account using the App.

Name and contact details

For registered accounts, we collect your email address and, if you provide them to us, your name and mobile phone number.

Boarding locations

When you board or leave a vehicle, we may also capture the time of boarding and your approximate location. This will, of course, be the same as the location of the vehicle that you are boarding at the time – we never collect your private location when you are not traveling with us.

How do we keep your information secure?

Our data processors use a range of technical and organisational security measures to ensure that your data is stored and transmitted securely. These include:

1. Prevention of unauthorised access to data via password protection and other means
2. Protection of personal data using pseudonymisation where it is practical to do so
3. Securing the transfer and storage of data
4. Having in place methods for detecting and dealing with breaches of security
5. Having a secure method of disposal of unwanted Personal Data

How will we use the information about you?

Ticketing and right to travel

We collect information about you for the purpose of processing your orders and delivering them to your mobile device. This is a legitimate interest so that we can perform the tasks that you

would reasonably expect from us to help you to obtain tickets and travel around. In some cases, we use the final part of your email address (the part after the '@' symbol) to verify that you are a member of a company or organisation. We do this in cases where usage of an app, or a particular ticket, is restricted.

Service Enhancements

We collect information about your boarding and alighting vehicles to help gather anonymised statistics about how passengers are using our services so that we can improve them.

How can I Opt Out?

Opting out of boarding location sharing

You may opt out of sharing your location with us by denying permission to use your location when asked to do so within the app.

Opting out of alighting location sharing

You may opt out of sharing the fact that you have left a vehicle in the following ways: (i) you may disable this feature in the 'My Account' page of the app. (ii) You may deny permission to use Bluetooth when asked to do so within the app (Android only). (iii) You can temporarily opt out by disabling Bluetooth on your device.

Who we share this data with

We, or our authorised Data Processor, can share this personal data with the following third parties, all of whom will endeavour to abide by the principles of this privacy policy:

A web hosting company, [Amazon Web Services Inc](#) for the purposes of processing the data and storing it securely.

How long will we store your data for?

We will store your account data for as long as you continue to hold your account. If an account has been dormant for more than two years we may also review this account and decide to close it on your behalf. If an account is closed, either by you or by us, any of your personally identifiable information will be removed within six months of the date of closure

How to access, amend, or delete your information

You have the right to obtain a copy of the information that we hold about you. If you would like to do this, please email us using the address below in the 'Contact Us' section. We want to make sure that your personal information is accurate and up to date. You may ask us to correct information you think is inaccurate, or use our apps or website to correct this information yourself. If you would like to do this, please email us using the address below in the 'Contact Us' section. You have the right to request erasure (deletion) of your personal data. If you would like to do this, please email us using the address below in the 'Contact Us' section. If you have a

complaint about the way in which we have stored or processed your personal data, we would encourage you to contact us in the first instance so that we can work with you to resolve this. You also have the right to contact the [Information Commissioner's Office](#).

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 15th September 2021.

How to contact us

Please contact us if you have a question about our privacy policy or information we hold about you:

Via your App

While using our App, tap on the 'Help and Support' button to visit our help pages. Tap on the 'contact us' link to get in touch.

By email

Send an email to: helppoint@churchillservices.com

By post

Or write to us at:

The Data Protection Officer
Churchill Contract Services Limited
Unit 1 40 Coldharbour Lane,
Harpenden,
Hertfordshire,
AL5 4UN