

# UK GDPR Privacy Notice for young people under 16

## A) Introduction

If you are under 16, you need to ensure that your mother, father or a guardian approves your use of this site. When you use this site, we may end up with some information about you.

The sort of personal information you may provide to us includes:

Name	Date of Birth	Information about your family
Emergency contact details	Home address	Telephone numbers
Email;	Your School	Information about your health
What language you speak	Your special education needs	Any incidents, compliments, complaints that may have happened
Images of you taken by our CCTV cameras	Your journey history if using our Key Card or App.	Audio recordings collected when you call us or interact with our drivers.

As a result, this notice lets you know what information we receive, why we collect it and what we do with that information. Most importantly, if you don't like what we are doing with your personal information, you can ask us to stop.

Go-South Coast Limited is legally responsible for the data that it collects about you and we shall only use the information that we collect about you for the purpose(s) that it has been collected, or as set out in C) below .. Go South Coast may provide bus and transport for you and your School. . If you want to find out more about Go South Coast please visit our web page <http://gosouthcoast.co.uk/>

## B) Data Protection Principles

The relevant law has some important principles that ensure that we protect your information:

1. We must use your information lawfully, and tell you how we use your information;
2. If we collect your information for one purpose, we can only use it for that purpose, and we should not collect more information from you than we need to fulfil that purpose;

3. We need to keep your information up to date;
4. We can only keep it for as long as it is needed; and
5. We need to look after your information and keep it safe.

## **C) Why do we collect and use your information?**

We only collect your information so that we can use it to do our job, which is mainly transporting you safely to where you want to go. We use the information to deliver the service that we have promised to, to you (that is to allow you to travel on our bus services).

For example, we may use your information:

1. when you use our App or web sites, to recognise you and provide to you with information which is suited to your use of our services;
2. if we run a competition and you enter, it will allow us to let you know if you have won;
3. to respond to you when you contact us, or otherwise deal with anything you ask us to do (for example, if you have requests concerning the issue of a bus pass or responding to a request about our services);
4. to speak with your school if there are concerns about your safety;
5. to speak with your parents if there are concerns about your safety;
6. to protect your welfare where this is appropriate and necessary;
7. to take reasonable acts to ensure that we can fulfil our service commitments to you; and/or
8. to investigate incidents which occur on our services.

## **D) Do you have to give us your information?**

In order to use our Apps, a Key Card, or scholars pass then you are required to provide certain information to us so that we can administer your account or provide you with the appropriate bus pass(es).

## **E) How long will we keep your information?**

We keep your information only for as long as we need it in order to ensure that we can fulfil our service commitments to you, and to ensure that we comply with any legal obligations that we may have to retain that information. Once we no longer need it, we will delete it securely.

## **F) Will your information be shared?**

We won't share your information with anyone else without your permission unless the law requires to, allows us to, or we are required to do so to ensure that we can fulfil our service commitments to you.

## G) What are your rights?

You have the right to:

1. be told how we use your information;
2. ask to see the information we hold about you;
3. ask us to change information we hold about you if you think that information is inaccurate;
4. ask us to delete information when it's not needed anymore;
5. ask us to only use your information in certain ways; and
6. tell us you don't want your information to be used by us anymore.

When you tell us to stop using your information, we will do so unless the law requires or permits us to do otherwise.

You can do this by contacting us by:

Email [customer.services@gosouthcoast.co.uk](mailto:customer.services@gosouthcoast.co.uk)

Writing to: The Customer Service Department, Go South Coast Ltd, 2-8 Parkstone Road Poole, Dorset BH15 2PR, United Kingdom

If you are unhappy with the way we use your information, you can also complain to the Information Commissioner's Officer. You can find out more information about them here <https://ico.org.uk/global/contact-us/>