



# The Big Lemon

Protran House, Boundary Road, Black Rock, Brighton BN2 5TJ  
Tel 01273 681 681, Email [hello@thebiglemon.com](mailto:hello@thebiglemon.com)

## Privacy Policy

### 1. Data safety & security:

We'll always keep your data safe and secure. All of the information we hold will have been provided by you.

### 2. Keeping it clear & simple:

- i. We only collect your data and hold it with your consent.
- ii. You can withdraw consent at any time.
- iii. We only use your data to provide you with the best possible experience.
- iv. We treat your data as we expect our data to be treated.
- v. We will always talk to you in an open and honest fashion.
- vi. You are always in control, you make the choice about what to receive and how

### 3. We keep your contact details for:

- i. Coach hire bookings
- ii. If you've bought anything on our website eg tickets for Festival Coaches, Sunday Walks, holidays and day trips
- iii. Recruitment – when you apply for a job
- iv. If you are signed up to our newsletter
- v. Complaints and Compliments
- vi. Customer Service Surveys
- vii. Accidents & Insurance

### 4. The information we hold about you:

The sort of information (data) we hold includes your name, address, telephone numbers, email address & the name of your business.

### 5. How your data will be used:

- i. The Big Lemon needs to keep and process information about you for normal business operation purposes. The information we hold and process will only be used for our management and administrative purposes. We'll keep and use it to enable us to run the business and manage our relationship with you effectively, lawfully and appropriately. This includes using information to enable us to comply with the terms and conditions, to comply with legal requirements, to pursue the legitimate interests of The Big Lemon and protect our legal position in the event of legal proceedings.
- ii. As a business, we may sometimes need to process your data to pursue our legitimate business interests. For example, to prevent fraud, for administrative purposes or to report potential crimes. The nature of our legitimate interests is to provide you with services, news and information about events or campaigns.

- iii. We'll only ever disclose information about you to third parties if we're legally obliged to do so, or where we need to comply with our contractual duties to you. For example we may need to pass on certain information to our suppliers if you request services which they provide such as card payment processing or workplace pensions, or if we have to sub-contract a service to another transport operator to provide for you.
- iv. If, in the future, we intend to process your personal data for a purpose other than that which it was collected for, we'll provide you with information about that.

## 6. Your rights:

Under the General Data Protection Regulation (GDPR) and The Data Protection Act 2018 (DPA) you have a number of rights with regard to your personal data:

You have the right to request from us access to and rectification or erasure of your personal data, the right to restrict processing, object to processing as well as in certain circumstances the right to data portability.

If you have provided consent for the processing of your data you have the right (in certain circumstances) to withdraw that consent at any time which will not affect the lawfulness of the processing before your consent was withdrawn. You have the right to lodge a complaint to the Information Commissioners' Office if you believe that we have not complied with the requirements of the GDPR or DPA 18 with regard to your personal data.

## 7. Identity and contact details of controller and data compliance advisor:

The Big Lemon is the controller of data for the purposes of the DPA 18 and GDPR.

If you ever find you have a question about how we use your data or how we protect your privacy, you can contact us at [hello@thebiglemon.com](mailto:hello@thebiglemon.com)

Or write to us at:

The Big Lemon CIC  
Protran House,  
Boundary Road,  
Brighton  
BN2 5TJ

Signed on behalf of the Company



Tom Druitt, CEO

25 May 2018