

Visitor Experience – Customer Comment Cards

Why do we collect information about you?

Our customer comment cards provide you with the opportunity to leave feedback about your experience with us. Providing your details is entirely optional & at your discretion but provides us with the opportunity to contact you if we would like to discuss your feedback, or if you want to discuss your experience with us! We will not contact you without your consent, which is indicated on the customer comment card.

What information do we collect about you?

We collect your name, address, telephone number & email address.

Who do we share the information with?

Your details are not passed on.

Is any information transferred to or stored on servers based outside the European Economic Area?

Information is stored in the UK & the EU only.

How long do we keep your information?

We keep customers contact details in line with our retention schedule, which is available on the Gloucester City Council website under the Documents heading on the Data Protection page. View the document [here](#).

Who do we collect information from?

Information is provided by you, the customer, when completing a customer comment card.

What are the consequences if we do not collect the data?

We would be unable to contact you further regarding your experiences with us, should you give us permission to do so.

Are any decisions about you made by automatic means?

No automated decisions are made about you.