

Visitor Experience – Agent Sales

Why do we collect information about you?

The Tourist Information Centre acts as a sales agent for National Express & Marchants Coaches. We need to take some basic contact details so we can complete your booking.

What information do we collect about you?

We collect your contact details such as name, address, telephone number & email addresses to enable us to process your booking.

Who do we share the information with?

Information you provide as part of an agent booking is input directly into an agent website, where your information is held & not accessed again by Gloucester City Council Staff. On the rare occasion that the agent websites are not working, we use manual booking procedures (provided by the agent) to capture your information & to process your booking. Information collected by us is not passed on for any other means, unless specifically agreed to by you, such as signing up to a mailing list. We may need to refer to a copy of your ticket for administration purposes, however the only personal information referenced will be the name on the ticket – no other information can be accessed by us.

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 booking with us.

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

We would be unable to complete your booking if we do not collect your contact details.

Are any decisions about you made by automatic means?

No automated decisions are made about you.