

# Visitor Experience – Brochure Requests

## Why do we collect information about you?

To enable the Tourist Information Centre to send you the information you have requested, via post or email.

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## What information do we collect about you?

We collect basic contact details such as your name, address & email address to enable us to send out your brochures.

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## Who do we share the information with?

Information you provide is input directly into a brochure management system & is not shared with anyone.

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

Information is stored in the UK & the EU only.

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## 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](#).

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## Who do we collect information from?

Information is provided by you, the customer, when requesting a brochure or leaflets from us.

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

We would be unable to send the information you request if we did not collect your contact details.

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## Are any decisions about you made by automatic means?

No automated decisions are made about you.