

Visitor Experience – Shopmobility Registration

Why do we collect information about you?

We collect information from you so we can contact you with details about the service & your booking, cancel your visit if we close the service or if the equipment you have requested is no longer available for you to hire.

What information do we collect about you?

We collect your name, date of birth, address, contact numbers & an emergency contact name & number. We also record whether you are a Member or Occasional User (however this is not personal information).

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 booking with us. On occasion, we may collect this information from your relative or carer on your behalf. This depends on your personal circumstances.

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

Primarily, we would be unable to register you as a member. We also would not be able to keep in contact with you regarding your hire (either before or during, for example in the case of a breakdown) or ensure you are appropriately charged for your registration.

Are any decisions about you made by automatic means?

No automated decisions are made about you.