

Visitor Experience – Coach Booking Forms

Why do we collect information about you?

To ensure that the Coach Booking Team has a point of contact should we need to contact you prior to or during your visit to Gloucester. We may need to contact you if there is an unforeseen issue with your booking or we need to contact you in an emergency situation.

What information do we collect about you?

We collect the coach company name, driver name, driver mobile number & company 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 booking with us. This may be provided by the coach company in advance of the visit or the coach driver / group leader on the day of the visit.

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

We would be unable to complete your booking or get in touch with you regarding 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.