



## **CROSSKEYS COACHES LIMITED – PRIVACY POLICY**

### **Introduction**

This Privacy Policy applies to all bookings and general customer activity with Crosskeys Coaches Limited of Caesars Way, Folkestone, Kent. CT19 4AL (Company number 04459956) ("we" or "us").

We are committed to protecting your privacy and keeping personal information confidential. This means we only use the information we collect about you to process your holiday, day trip, short break holiday or coach private hire quickly and efficiently and to tell you about our services.

### **What We Collect & Why**

When you book with us, we need to know your name, mailing address, credit/debit card number and expiry date, and if possible, your e-mail address and telephone number.

If you make an enquiry or join our mailing list, we collect your name and mailing address, company name and position if applicable, telephone number, facsimile number and e-mail address. We use this to advise you of information concerning your booking, enquiry or to advise you of new services and promotions that we think will be of interest to you.

We may use aspects of information about you to assist with our marketing and promotional activities in order to improve and extend our product range, enhancing the quality and service we provide to our customers.

Our aim is to provide you with the highest standard of service and increase our customers choices wherever possible.

### **Who Else Do We Give Your Details To?**

We will never wilfully disclose personal information about you to any third party without receiving your permission. We may have to pass on certain details to a company or organisation in order that your booking can be provided. For example, the tour operator, the airline, hotel or credit card company.

When you make a booking, this means you consent to our passing on such details. We may be required to provide information by law as permitted by the Data Protection Act or by a legal authority recognised by the European Union.

### **Our Website – Terms of Use**

By browsing and using our website you are consenting to be bound by the following terms of use which form part of our overall Privacy Policy.

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

### **"Cookies" - What are they? How do we use them?**

Many websites use "cookies" to help to improve the service provided on the website.

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive.

Our website uses 'Session Cookies' to enable it to keep track of your movement within the site and move from page to page without losing information, such as what is in your shopping cart.

We use third parties such as Google to analyse our sites statistics - such as how long our users browse on each section of our website.

This information enables us to better design areas of our website. We do not store this information, use it for any other purpose, or pass on personal data to any other parties.

### **Important - Your consent**

By using our website, you are consenting to the collection and use of the information by us. Should we change our privacy policy we will show them on this page, keeping you up to date with how we collect the information and how we use it.

### **Social Media**

All activity that we may make through varied social media platforms will be subject to the terms and conditions and privacy policies operated by each of those social media platforms individually.

### **Errors & Omissions**

Every effort has been made to ensure that all details contained on our website or our social media platforms are correct we cannot be held responsible for any errors or alterations that may occur.

**Law and Jurisdiction**

All matters in relation to this Privacy Policy are governed by English law and the parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.