

PRIVACY POLICY

Privacy & Cookie Policy

Croydon Carriages promise that we'll tell you how we use your data and we'll make sure that your data is collected and stored securely.

We have to keep some information about you, such as name, email address, telephone number so we can process bookings. On occasion, we also have to share data with our trusted partners so we can fulfil your journey requirements.

We have made this Privacy Policy available to you to let you know precisely what kind of personal information we collect, how it is handled, with whom it may be shared, and how you may access and remain in control of your data you have provided to us. By visiting any part of our website (the "Website"), you will also have consented to the policies and practices described in this Privacy Policy and the Terms of Use of our Websites, which are incorporated herein by reference.

Security – Safeguarding your personal data

We are committed to taking appropriate technical and organisational measures to protect your personal data from unauthorised or unlawful processing, accidental loss or destruction of, or damage to your personal data. This includes restricting access to, maintaining accuracy of and training in the securing of personal data. These safeguards are designed to protect against, but are not a guarantee against, the loss, misuse and unauthorised access, disclosure, alteration and destruction of personal information

Information from our web site is transmitted securely over the internet to our web server, using encryption (<https://>) to safeguard personal information. The information that you provide is held securely in our premises with appropriate technical and organisational measures.

Personal information we use

The information we may collect includes; name, email address, postal address, phone number, billing and credit card information. This information is collected when you agree to use our services. We retain this information for as long as we need to in order to fulfil our obligations or to comply with the law.

We may need to contact you by email or phone in relation to a booking, enquiries, complaints. This communication is not for marketing purposes and you will continue to receive them even if you opt-out of marketing communications.

If you make an enquiry we may need your email address, phone number and additional information in order to respond correctly. We do not share this information with anyone who does not have a lawful or legitimate purpose for seeing it.

To inform you about the latest offers or new releases that you may like, we may send you marketing communications, if you have consented to receive them. In addition, we may combine your preferences with information obtained from our business partners to provide you with a more personalised marketing experience.

Cookies and Tracking

To make your experience to our website more efficient, convenient and personalised and to analyse how visitors use our web site, we may use cookies, web beacons and tracking software. We automatically collect some technical information from you when you visit our web site, IP address, browser type, demographic, interests, location and pages you have visited. This information is used to help us develop and design the layout of the web site so we can enhance the visitor's experience.

Cookies are small pieces of information stored by your browser on your computer's hard drive. Cookies are not required for you to browse our web site, but they are required to add items to your shopping cart and for you to place an order. You can delete cookies if you wish; while certain cookies are necessary for viewing and navigating on our website and mobile app, most of the features will be still accessible without cookies.

The Help portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether.

However, cookies allow you to take full advantage of some of our Website's features, and we recommend that you leave them turned on. By using the site you consent to our use of cookies. To learn more about cookies and how to use them visit the Help section of your internet browser.

Disclosure of your information

Your personal data may be shared with other affiliated companies that are subject to privacy policies with this policy.

We may also share some of your personal data with or obtain your personal data from third parties:

- Suppliers providing services to us to help run our business.
- Credit and debit card payment services.

Our website may provide links to third party websites which are subject to separate Privacy Policies. Please be aware that this Privacy Policy does not apply to such websites and Croydon Carriages is not responsible for your information that third parties may collect through these websites.

Access to your personal data

As an individual you have the following rights to your information:

- The right to be informed– Detailed within this privacy policy.
- The right of access– You can make a subject access request by contacting us.
- The right to rectification– Any errors can be corrected by contacting us.
- The right to erasure– You can request your personal data to be erased by contacting us.
- The right to object– You can object to direct marketing or the processing of your data by contacting us at any time.

To exercise any of these rights or to discuss in further detail please speak to us on +44(0)208 656 5656. You may be asked to provide proof of identity to comply.

Children's Privacy Online

Our Website is a general audience website and should be used only by persons over age 13. We are concerned about the safety of children when they use the Internet and will never knowingly request personal information from anyone under the age of 13. If the parent or guardian of a child under 13 believes that the child has provided us with any personal data, the parent or guardian of that child should contact our offices and ask to have this personal information deleted from our files. If we otherwise obtain knowledge that we have personal information about a child under 13 in our files, we will delete that personal information from our existing files so that it is not in retrievable form.

Amendments to our Privacy Policy

We reserve the right to change our Privacy Policy as our business changes. If our policy changes in the future, we will post an updated privacy policy on our Website. You can tell if this policy has changed by checking the revision date that appears at the end of this policy. If you would like a permanent record of this privacy policy please print a copy.

Remember – this is your data. We are responsible for looking after it ethically and securely and must only use it for the purpose for which it was provided to us. Help us to help you and contact us if you feel we have done anything wrong so that we may correct it.

Contact

Any queries or comments regarding the information set out in this policy please contact us at Croydon Carriages +44(0)208 656 5656 or send an email to enquiries@croydoncarriage.co.uk