



Privacy Policy

This policy explains how Stephensons of Essex Ltd, and its subsidiaries, uses the personal information collected from you for the operation of its school and service buses. It also describes how long that information is kept for and the limited circumstances in which we might disclose it to third parties.

Personal details we hold

Stephensons of Essex Ltd holds customer names and addresses for the purposes of issuing bus passes. For school services these personal details include the name of the student who the pass is issued to, the name(s) of the parent/guardian/school or local authority who is making the payments for the tickets and their home address.

Length of time information will be held

In order to comply with the General Data Protection Regulations, your details will only be kept for the shortest time required. Once the pass is no longer required, your details will be deleted from our systems.

How to access your personal data

If you wish to see full details of the information Stephensons of Essex Ltd holds in connection with you, you will need to make a subject access request under the General Data Protection Regulations. To initiate a subject access request, email: customerservices@stephensonsofexsex.com or call us on 01376 50 30 50 and ask for Michael Greenway.

Keeping your details secure

We will always hold your information securely. To prevent unauthorised disclosure or access to your information, we have implemented strong physical and electronic security safeguards. All online payments are processed by EazyCollect Card Processing Services, and Secure Trading Ltd, both are secure, accredited payment gateways.

Sharing personal information

Your personal information will only be shared for the purposes of processing and ordering passes. The companies that receive this information are Corvia Ltd trading as Ticketer, who physically produce and code the passes, and TravelNet Systems, the online portal where the ordering and amending of passes takes place. Both of these organisations fully comply with the latest GDPR Regulations.

Privacy Notice

Stephensons of Essex are fully committed to adherence of the General Data Protection Regulations (GDPR) following implementation on the 25 May 2018. In relation to our collection and processing of personal data, please see the below information.

Section 1 – Collection of Data.

Stephensons of Essex will be the data controller and the contact details for the company are:

Data Protection Officer: Michael Greenway.

Email: customerservices@stephensonsofessex.com

The data processors, working on behalf of Stephenson of Essex in relation pass processing are Corvia trading as Ticketer Ltd and TravelNet Systems.

Collected data will be stored within secure electronic records management systems.

Section 2 – Processing of Data.

Personal data will be stored for the shortest time necessary in order to manage the pass scheme. Once the pass is no longer required, your details will be deleted from our systems.

Under the GDPR you have the following rights to request information from the company:

- Right of access to the data (Subject Access Request).
- Right for the rectification of errors.
- Right to erasure of personal data (please note, this is not an absolute right).
- Right to restrict of processing or to object to processing.
- The right to portability.

Processing isn't based on receiving your consent; however, we must inform you that you have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal.

If we are to process the personal data we hold for a purpose other than that for which it was originally collected, then we will provide you with information on what that other purpose is prior to that further processing taking place. The extra information will include any relevant further information as referred to above including the right to object to that further processing.

We may, at the request of a local authority or school/college, pass on basic information regarding loading lists for services we supply to them. This will only ever consist of names of students traveling and not their addresses or any other personal details and this data will only be passed on via encrypted and password protected means.