

Voel Coaches Privacy Policy

Our contact details

Name: Chris Gentile

Address: Voel Coaches, Long Acres Road, Dyserth, LL18 6BP

Phone Number: 01745 570154

E-mail: chris@voelcoaches.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Email Address's
- Website User Stats
- Email Stats
- Financial Information (these details are not stored and are removed immediately after booking)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When making a holiday or day trip booking
- When you would like adding to our mailing list
- Private Hire enquiries

We use the information that you have given us in order to create your booking and keep you updated if you have agreed to GDPR measures.

We may share this information with Voel Holidays.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting our team on 01745 570154 and ask for your consent to be removed or via email by

How we store your personal information

Your information is securely stored at our head office.

We keep your details including previous booking details. We will only dispose of your information by request in writing.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at chris@voelcoaches.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at ICO/GDPR, Voel Coaches Limited, Long Acres Road, Dyserth, LL18 6BP

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>