



**Privacy Policy, Cookie Policy and
Terms and Conditions of Use**
www.trentcollege.vectare.co.uk

June 2017

The website (www.trentcollege.vectare.co.uk)

This website is provided by Vectare Limited, a company limited by shares and registered in England and Wales with Registered Address 18 Pritchard Drive, Nottingham, NG9 7GW and Company Number 09964786 (hereafter referred to as The Company/we/us/Vectare Limited). We are committed to protecting your privacy and complying fully with the Data Protection Act 1998. We are registered with the Information Commissioner's Office under reference ZA198503.

The user/you/your refers to any person navigating to www.trentcollege.vectare.co.uk (the website) and any child pages or subdomains.

The information supplied by you to us, whether collected automatically or supplied voluntarily, with or without your knowledge, is subject to the following conditions and guarantee. By using the website you consent to the collection and use of the information listed below by us.

If we decide to change our Privacy Policy we will highlight the changes made in the revised policy. You should check our Privacy Policy from time to time so that you are always aware of what information we collect and how we use it. This Privacy Policy is effective from 28th June 2017, superseding all previous versions.

Accuracy of the website

We take all reasonable efforts to ensure that the website is up to date and accurate. However, notwithstanding this, we cannot be held liable for any loss or damage, howsoever caused, which may result from using the website or the information displayed on the website. This includes, but is not limited to, any consequential losses which may occur. The information on the website is provided as guidance only, and it should be used for information purposes only.

Ownership and contents

The entire contents of the website are the property of Vectare Limited and no content, including but not limited to code, images or information, may be reproduced or modified without seeking written consent from us. Consent should be obtained by contacting us and outlining the content you wish to use, and the purpose(s) you wish to use it for. There is no automatic guarantee that consent will be granted, and you must have received consent prior to undertaking any reproduction or modification. You can email us at info@vectare.co.uk or write to Intellectual Property Team, Vectare Limited, 18 Pritchard Drive, Nottingham, NG9 7GW.

Compatibility

The website does not fully support all older browsers. In order to get the best out of the website, we recommend updating your internet browser to its most up to date version. The website may not work on command line browsers.

What information do we collect?

When you book a single trip we collect:

1. The bus route that the passenger will be travelling on
2. The bus stop which the passenger will be using
3. The forename and surname of the person making the booking
4. The email address of the person making the booking
5. The postcode of the person making the booking
6. The forename and surname of the passenger
7. The academic (school) year of the passenger
8. The journeys to be undertaken by the passenger (morning, evening or both)
9. The date which the passenger will be undertaking the journey

We may also collect some or all of the above information if you contact us via email.

When you buy a bus pass we collect:

1. The bus route that the passenger will be travelling on
2. The bus stop which the passenger will be using
3. The forename and surname of the person making the booking
4. The email address of the person making the booking
5. The postcode of the person making the booking
6. The forename and surname of the passenger
7. The academic (school) year of the passenger
8. The journeys to be undertaken by the passenger (morning, evening or both)
9. The mobile telephone number of the person making the booking

We may also collect some or all of the above information if you contact us via email.

When you contact us via our online contact form we collect:

1. The forename and surname of the person completing the form
2. The email address of the person completing the form
3. The telephone number of the person completing the form
4. The postcode of the person completing the form
5. The forename and surname of the passenger
6. The reason for the enquiry
7. The details of the enquiry itself

We may also collect some or all of the above information if you contact us via email.

When you complete the postcode search form we collect:

1. The postcode you entered into the form
2. The bus stop generated by the website as being the closest bus stop to you as the crow flies

What if your information changes?

If any of the data we have collected about you is incorrect, or has changed, please contact us. You can email us at info@vectare.co.uk or write to Data Protection Team, Vectare Limited, 18 Pritchard Drive, Nottingham, NG9 7GW.

How do we use your information?

Whenever you complete one of our online forms you will receive email confirmation of this, confirming the information you have supplied to us, to the email address you have provided. You may receive further emails from us regarding the content of your online form if required to confirm, clarify, respond to or otherwise handle your submission appropriately. We may also contact you by telephone if required to confirm, clarify, respond to or otherwise handle your submission appropriately.

We may use your information in compiling demographics and undertaking analysis for our own use. On no account will we forward, redirect, sell, rent, lend or otherwise supply your personal information to any third party organisation not directly affiliated to us, with the exception of the Police or Judicial authorities if so requested as part of a criminal investigation, and where we process your personal data on behalf of another organisation.

We process your personal data on behalf of Trent College Limited, who are the Data Controller for this data. They can be contacted on enquiries@trentcollege.net. Trent College Limited may make use of your personal data in accordance with their own Privacy and Data Protection policies. In particular, where you have supplied a mobile telephone number, you may receive live text message updates regarding any disruption to the Trent College School Bus Service. If you do not wish to receive these updates you should contact us. You can email us at trentcollege@vectare.co.uk or write to Data Protection Team, Vectare Limited, 18 Pritchard Drive, Nottingham, NG9 7GW.

We will supply your personal data to Trent College Limited for the purpose of administering the School Bus Service. This purpose includes, but is not limited to, the specific tasks of:

1. Checking that all passengers have notified Trent College in advance of their intention to travel on the School Bus Service
2. Levying the correct charge against passengers' School Accounts for the travel undertaken
3. Generation of passenger manifests for School Bus Routes
4. General administration of the School Bus Service

How do we keep your information secure?

We are committed to the security of your personal information. In order to prevent unauthorised access to, or disclosure of, your personal information, we have implemented suitable physical, electronic and managerial techniques and procedures to safeguard and secure the personal information we collect via the website.

How can I control my personal information?

You may choose to restrict the use of your personal information. If you wish to prohibit us from using your personal information at all, or for certain specified purposes, please contact us. You may also request details of the personal information which we hold about you in accordance with the Data Protection Act 1998. A small fee will be payable.

In both cases you can contact us via email us at info@vectare.co.uk or by post to Data Protection Team, Vectare Limited, 18 Pritchard Drive, Nottingham, NG9 7GWH.

Do we use cookies on the website?

The website does not currently use any cookies. If this changes, this policy will be updated.

What about links to external websites?

The website may contain links to other websites of interest. If you navigate to one of these websites you should note that we do not have any control over that website. We cannot be held responsible for any consequences which you may experience as a result of you navigating to an external website, and nor do we endorse any such website which you might navigate to. We recommend that you exercise caution prior to navigating to any such external website, and that you read that website's Privacy Policy before making further use of that website.