



Square Peg Buses Terms, Conditions and Privacy Policy

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Square Peg Buses - Ticketing Terms and Conditions

Our tickets

You are responsible for making sure you allow plenty of time to get to your destination (or to places where you are picking up connections to continue your journey) and for using the correct bus stops when travelling.

In order to travel with us you must purchase a valid ticket or hold a valid pass or permit for the journey you wish to undertake. At no time will you be permitted to travel on our bus or coach if that ticket, pass or permit:

- has been altered, copied or defaced;
- has been issued to a person different from the person who is travelling on our bus (other than where such ticket, pass or permit states that it is transferrable) ;
- has expired, or
- is not in a sealed wallet where this is a requirement.

If you buy a ticket when you board our services, you should ensure you are given a new ticket directly from the ticket machine which corresponds with the amount paid and covers you for the entire journey you intend to make. It is also important to check any change and point out any discrepancies to the driver at the point of purchase as it will not be possible for us to correct any mistake later.

Whilst we will aim to always have sufficient change available, we reserve the right to not accept or give change for notes of denominations of £20 or more. If the driver does not have sufficient change, then the driver may issue to you a ticket and accept the cash you used to pay for that ticket with a receipt for change which can be used to obtain a refund from our Customer Services Department at the address printed on the receipt. **You must collect your change from our Customer Services Department at our depot, or from one of our drivers by prior arrangement with our depot, within 28 days of the date shown on the receipt: failure to do so will mean you lose your right to that money and we will donate such amount to a charity.**

Please keep your ticket, Smartcard, pass or permit to travel throughout the journey you are making as a Company Official may ask to inspect your ticket. If you fail to produce a valid authority to travel for the journey, you may be asked to leave the bus or you may be asked to pay the maximum single fare for the service being travelled on. Please note that we will be unable to refund your fare should you later find the missing ticket or pass.

All tickets, passes and permits remain the property of Square Peg Buses and may be withdrawn at any time.

The issue of a ticket should not be regarded as an undertaking by us that that our buses will run at any time or at all or that there shall be sufficient space on the bus for you to board.

If a customer is found to be fraudulently using, copying, producing or adapting our range of tickets, passes and permits to travel that customer will be liable to prosecution by us.

All of our drivers have full details of fare information and these details are available to view upon request. Further, all of our fares are set out on our website and are also available at our depot offices the address of which is located at the end of these Conditions) .

The types of fares available will depend on the service provided, but include:

- **Single Fare:** this is valid for a one way journey between two points on the same bus on ONE route only: a journey cannot be broken using the same ticket.
- **Day Return Fare:** all return fares issued on local bus services are valid for one outward and one return journey only.

These tickets are only valid for travel on the day and date of issue and up to including journeys commenced before midnight on the date shown on the ticket.

Return tickets are not valid for two journeys in the same direction.

- **Season Tickets**

These tickets are valid for travel only between the points shown on the ticket, via the route shown.

These tickets are not transferable and, if it is transferred or attempted to be transferred, we will confiscate and both you and the person to whom it was transferred or attempted to be transferred, will be liable to prosecution as this is in breach of the law.

Should the season ticket be stolen, you must notify our Customer Services Department immediately. Whilst you are not automatically entitled to a duplicate ticket, we may issue a duplicate ticket for the remaining period of that season ticket (less an administration fee of £5). If the season ticket is subsequently found, you must return that duplicate at once to our Customer Services Department.

Refunds will not be made in respect of Christmas or Boxing Day, any other statutory holidays, any other days on which it can be foreseen that no service will be provided or days on which the Company has advertised a suspension of service.

In the event of suspension of services because of strikes, labour disputes, emergency or adverse weather conditions, any refund or extension of a season ticket will be entirely at our discretion.

Child Fares

You, a fare paying or concessionary pass-holding passenger, agree that you will be responsible for the conduct of those children and you will ensure that those children comply with these Conditions.

- Under five years of age:
up to three children are permitted to travel free at all times whilst accompanying you and you are a fare-paying or concessionary pass-holding passenger.
- At least five years of age and under 17 years of age:
Child Single and day return fares are available, generally at half the adult fare, you should look at

our website to see when they may be used and whether or not you need to be accompanied by an adult fare paying passenger. Anyone who is aged 11-16 years must be in possession of a Young Person's PhotoCard to be eligible for Child fares. The Young Person's PhotoCard must be shown to the driver of the bus as you purchase your ticket to qualify. For further details and to apply on-line please visit:
www.wymetro.com/TicketsAndPasses/Under26/YoungPeople.

Senior Citizens and Eligible Disabled

- If you are a senior citizen, you may qualify for free travel on eligible local bus services where concessionary fare schemes apply. We accept English National Concessionary Travel Scheme passes for travel on all of our registered local bus services. **We do not accept cards from Scotland, Wales, Channel Islands and Northern Irelands as these are not valid for travel on our services.**
- Where such schemes do exist, we are required to comply with the relevant terms and conditions laid down by the local authority. However, if you are travelling under a concessionary fare scheme, we agree to carry you on our buses upon these terms: by boarding our bus, you agree to comply with these Conditions.
- It is your responsibility to prove your entitlement to these concessions when wishing to travel on our services. This can be done by placing your English National Concessionary Travel Scheme pass on the smartcard reader on our buses for electronic verification. If our buses are not fitted with such readers, you should produce your pass to the driver for authentication.
- If you are not in possession of an English National Concessionary Travel Scheme pass, you will be required to pay the appropriate adult fare.
- Full details of the scheme are available by contacting the local authority or by visiting www.wymetro.com/TicketsAndPasses/seniorpasses.

Other points of which you should be aware when using a ticket

- **One Week tickets** are valid until the close of service on the seventh day of use (the date of purchase constitutes the first of seven days of validity and the date of expiry is printed on the ticket)
- **Metro/Scratch card tickets** must have the "Valid from" date clearly showing by scratching the surface to uncover the correct date. You must show the Scratch Card to the driver for authentication. They are valid until the close of service on the date indicated and within the zone(s) indicated, and are accepted subject to Metro Terms and Conditions.
- Fares are arranged in stages and, if you get on a bus at a stop between stages, you will be charged as from the previous stage.
- Certain vouchers, normally issued by our Customer Services Department, can be accepted instead of cash or as part payment for a ticket. Details of the vouchers cash value will be set out on the voucher. Vouchers must be exchanged with the driver to obtain the valid ticket for travel.

- You must not override the validity for the ticket or pass you have purchased. Should you be found to be travelling further than your ticket entitles you to, you will be required to pay the maximum fare for an equivalent adult single fare from your initial boarding point until your new alighting point.
- Tickets are not transferable other than in exceptional cases. You should apply to our Customer Services Department if you believe your circumstances have changed although any refund would be at the discretion of Square Peg Buses.
- We are not obliged to replace your ticket, pass or permit to travel if it is lost, mislaid or stolen: a new ticket needs to be purchased to allow you to use our services.
- If your ticket is spoiled or tampered, it will be invalid for travel and, if you attempt to travel with that ticket, you will be considered to have travelled without a valid ticket. If your ticket is spoiled or tampered prior to travel, then we may replace your ticket if you ask for a replacement a reasonable time before your travel and you provide to us proof of purchase, your identity and a reasonable explanation as to why your ticket was spoiled or tampered. **We may refuse to replace your ticket if it is reasonable to do so. We may also charge a reasonable administration fee for replacing tickets.**
- Requests for refunds on tickets or passes purchased will be made at our discretion and will be subject to an administration fee. Refunds will be considered if there is a dispute between you and a driver or company official regarding the correct fare: you must pay the fare requested and refer the dispute to our Customer Services Department and a refund will be made if there is a legitimate error.
- Please note that we will not offer refunds on single or day return tickets purchased on our services.
- You may apply for a refund by writing to us, (enclosing the relevant ticket(s)) to our Customer Services Department, the address of which appears at the end of these Conditions. Any refund will be at the discretion of the Company 'both in terms of award and the nature of the refund, whether in cash or by means of a voucher) and such refund will be subject to a £5 administration fee and appropriate post and packaging costs.

Variation

Square Peg Buses reserves the right to vary these Terms and Conditions from time to time.

Conditions of Carriage

Updated July 2014

Introduction

These Conditions of Carriage apply to all bus services that we operate in the United Kingdom including local bus services and school services. Anyone who travels on one of our buses is covered by these Conditions although your statutory rights are not affected. These Conditions also reflect the legal obligations in how we perform the service and in the way you should conduct yourself when using our buses. Where you have purchased a ticket from us for a journey which allows you to travel for part or all of that journey with another bus operator, you will be subject to the conditions of carriage of that other bus operator and we accept no responsibility for the conduct of that operator and no liability to you as a result of that operator's conduct. If, however, we use a subcontractor to provide the service we ordinarily operate, and for which you paid your ticket to use, these Conditions apply.

These Conditions may be altered from time to time and without notice. The set of Conditions which applies to you is the set which is in force at the time you purchase a ticket, Smartcard, pass, permit or other legitimate means of travel. Where we refer to the term "ticket", we treat this term to include a pass, permit or other legitimate means of travel unless the context otherwise requires. See our Ticketing Terms and Conditions for further details.

Please note that these Conditions may also vary for services we operate for and on behalf of other organisations. Further, should you use tickets which we have issued to you but such tickets are valid on services of other bus operators or on railways, you are also subject to the regulations and conditions published by those companies when using their vehicles or trains.

These Conditions form the entire agreement between the operator, on whose bus you are travelling, and you, and shall exclude any other purported variation thereof, whether written or oral, unless otherwise agreed in writing by the Managing Director of Square Peg Buses.

These Conditions are governed by the laws of England and you and we submit to the exclusive jurisdiction of the Courts of England. If any court or competent authority decides that any provision of these Conditions is invalid, unlawful or unenforceable, the other provisions shall remain in full force.

We welcome suggestions and complaints as they help us to improve our services and help us to put things right when they have gone wrong. We handle complaints with tact and consideration and, where we have failed, we will offer a sincere, speedy response together with a genuine commitment to avoid repeating the same failure. If you have any query, suggestion or complaint, you can contact us by letter, telephone, through our website, or by e-mail, the details of which are set out at the end of these Conditions. If you are not happy with the handling of a complaint, you can contact Bus Users UK (the "Body", an independent body which caters for the interests of passengers by providing an independent means of reviewing passengers' complaints when these have not been settled with bus operators. The contact details of this Body are set out at the end of these Conditions.

Our responsibility to you

- Our aim is to provide to our customers a reliable and friendly bus service to the highest standards of safety, comfort and cleanliness. Our employees work hard to ensure these services operate on a reliable and punctual basis every day and we take pride in providing a quality service to our customers.
- Unfortunately, given the nature of our business, and the difficulty of controlling the road space upon which we depend, there may be occasions when we simply cannot provide the standard of service which should be consistently expected and delivered. We may therefore have to temporarily or permanently alter the route, frequency, times and fares without prior notice. Whenever this happens, we will work hard to get things back on schedule and we will learn from experiences as we encounter them. Sometimes there are factors which are outside of our normal control and we will work hard to ensure that the disruption to your journey is kept to a minimum. Examples where this could happen include unplanned road works, diversions, exceptional traffic conditions, major events, extreme weather conditions and other unforeseen operating circumstances.
- There may also be occasions where we are unable to operate a service or, where we do operate a service, that service may become very full and, whilst we will always try to put on additional bus services, in these circumstances we may not be able to guarantee a seat or, worse, you may not even be able to board our bus. Communication with our customers in these circumstances is still very important and we will make every effort to notify to you of disruptions in the event of cancellation, delay, diversion or termination of service so you are able to make informed decisions.
- As well as announcements made by our staff and on-bus notices/advertising, we also do this through our website, the address of which is located at the end of these Conditions.
- **However, we are unable to accept any responsibility, and will not be liable, to you for any loss, damage, injury, inconvenience or cost you suffer or may suffer as a result of any of the circumstances arising in the preceding paragraphs under the heading "Our responsibility to you", unless such loss, damage, injury, inconvenience or cost can be proven to be due to the negligence of either us or our staff (if they are acting in the course of their employment). Your statutory rights as a consumer are not excluded or limited.**

Your conduct

- We are keen to encourage people to experience and use public transport as an effective and pleasant means of travel. We strive to meet your expectations in how you use our buses and we believe that our customers should follow some basic rules for the benefit of all customers and our employees. When you use our buses, we would also remind you that your conduct is governed by criminal laws and by certain regulations. Those laws and regulations are incorporated into these Conditions and are set out below.

- Please consider others travelling and, if you do not follow these points, you may not be allowed to travel or, if you are already travelling, you may even be asked to leave our vehicles. We rarely have to do this so please don't spoil our good record.
- If you are in breach of these conditions, you will be required to give your name and address to one of our members of staff, a police officer or a community support officer and will not be allowed to continue on your journey: you will not be entitled to a refund if you are in breach of these Conditions.
- Whilst you may behave appropriately, we cannot be held responsible for the conduct of those passengers who do not comply with these Conditions.

General Behaviour

- Where our bus stops are "request" stops, to the extent it is safe and you are able so to do, please can you clearly indicate you wish to use the bus. If you have difficulties signalling to the bus driver at a "request" stop, you should find somewhere safe where you are able to make it clear to the driver you would like to use the bus. You should avoid areas where you may cause yourself harm or harm others (so you should avoid places such as near parked cars or in front of a fire station).
- If you don't have a valid ticket, Smartcard, permit or pass to travel, you must tell the driver the journey you intend to take if you are asked (and pay to the driver the amount requested to allow you to take that journey).
- You must not attempt to get on or off the bus which has stopped other than at designated stops (so you should not get off the bus when it stops at traffic lights or in road works, for example).
- Please behave in an appropriate decent manner which does not cause offence to other customers or members of our staff.
- We reserve the right to refuse entry and travel of any person onto our buses and coaches if that person is considered to be undesirable, a security or safety risk, with a poor level of personal hygiene, who is intoxicated, under the influence of drugs or other substances or who may otherwise cause a nuisance or disturbance.
- You may be asked to leave the bus at any time where you are or are believed to be (i) smoking any substance; (ii) consuming alcohol; (iii) interfering with any equipment on or part of the vehicle; (iv) interfering with or threatening or being abusive to a member of staff or other person travelling on the bus; (v) causing a public nuisance; or (vi) putting your feet on the seats.
- Whilst we make every effort to provide appropriate access to and accommodation on our vehicles for those of our passengers who are elderly, have young children, are pregnant or who are disabled, we would ask that you think about their needs and, wherever possible, please vacate seats and consider their requirements: it will mean a lot to these people.
- Please help keep our buses clean, take your rubbish home with you and don't discard your unwanted belongings on our vehicles.

- Please feel free to listen to music (it can make the journey appear much quicker) but use headphones, at an appropriate volume at all times, as our other customers may not want to listen.
- Please do not use electronic cigarettes or other types of imitation smoking devices on our buses. These are forbidden from being used on our buses.
- Please do not distribute anything on our buses or at our premises or offer anything for sale or collect for charity without our prior written consent from the Company.

Safety

- You must follow instructions from our staff, when directed, and act in a manner showing regard for the safety and comfort of other customers and our employees. In addition please don't disturb, engage in conversations with, distract or obstruct the vision of our staff when they are driving, nor overload the capacity of the vehicle or stand on the upper deck of a double deck vehicle: safety is our priority.
- You should always use the bells provided, and remain in your seat, where seats are available, until the bus or coach comes to a complete halt at your required bus stop.
- If you have to stand, you must not stand in the front door-well area, upstairs or on the stairs of double-deckers or near any emergency exits: you must, at all times, hold onto a pole and / or seat back whilst standing and, as soon as a seat becomes available, you should occupy it.
- If you are travelling on the upper deck of an open-top bus, you are required to remain seated at all times, particularly when passing under bridges or overhanging trees. **Unaccompanied children are not allowed to travel** on the upper deck of open-top buses.
- Please don't alight from our buses except at those places which are indicated by an official roadside bus stop sign or where the bus driver or conductor specifically permits you to do so. **In no circumstances should you board or leave a bus whilst the vehicle is moving or whilst it is held up in traffic or by police or when the doors are closed.**
- Please don't smoke on our buses or at the entrance: it is illegal to do so.
- Please do not consume any form of hot food whilst travelling on board any of our buses. Strong smelling food may not be carried, even if it is not being consumed during the journey.
- Please only drink hot drinks provided that the container is fitted with a spill resistant safety lid: we cannot accept any responsibility for any burns you suffer as a result of you bringing hot drinks on board.
- Please don't lean out of, or throw from or stick anything out of bus windows.
- We hope you have a safe journey but you do need to notify our staff immediately if you sustain an injury or feel unwell whilst boarding, travelling or getting off one of our buses.
- If you see anything suspicious please immediately inform a member of our staff or the driver.
- Please do not use the emergency exits except in a genuine emergency.

Security

We want you to feel secure when travelling on our vehicles.

- You must not behave in a way that affects the security and the safety of our staff, our customers and other road users and pedestrians. If you behave in such a way that the security and staff are affected, you will be asked to leave our bus immediately and we will (if appropriate) seek appropriate legal redress to remedy the damage, loss or injury you cause.
- We operate CCTV on many of our vehicles to ensure that issues, such as theft, assault and poor behaviour, can be monitored and, where appropriate, footage of such incidents can be passed onto the police and other appropriate authorities should they so request and we believe it is consistent with the provisions of the Data Protection Act 1998. We will always comply with our obligations under the Data Protection Act 1998, the Human Rights Act 1988 and such other relevant legislation in the handling of CCTV footage.
- We will not be responsible to you for any loss, damage, injury, inconvenience or cost you suffer or may suffer as a result of your abusive or threatening behaviour which gives rise to your removal from our bus and/or from any action taken against you by the appropriate authorities.

Wheelchairs and buggies

We endeavour to make our vehicles inclusive to all of our customers and this includes making it as accessible as we can for disabled people and those with buggies. We are therefore working hard to ensure our entire fleet meets the needs of those of our passengers who use wheelchairs or are in buggies. Buses on this service may have steps so if you are a disabled passenger or mobility scooter user please contact us before travel so we can ensure you are fully informed.

- Wheelchair users receive priority for the use of any designated space and, if a customer wishes to board with a wheelchair, the designated space, if fitted, will be made available by all reasonable means. We would remind you that those passengers who are using a wheelchair have a legal right of priority to any designated space at all times. This means that we will only carry buggies on buses within the designated space if it is not required by a passenger in a wheelchair. Whilst separate wheelchair and buggy spaces may be provided in order to reduce conflict, the legal right to use the space extends only to wheelchair users.
- Wheelchairs, prams and buggies must not block the gangway of our buses or coaches at any time. It is up to the driver to decide if there is sufficient space and their decision is final: they have the right to refuse access if they feel that there is insufficient space or that there is a risk that, by letting on board such vehicles, this may be to the detriment of the other passengers' safety.
- We ask all of our customers, where necessary, to vacate the dedicated disabled space and, if you boarded with a buggy or pram, to fold and store them in the luggage space. We apologise for the upset this may cause small children. However, we wish to ensure our services are as inclusive as possible and operate in accordance with the law so we do appreciate your

cooperation. The law protects the right of disabled passengers to use this space, but not users of buggies.

- We will ensure that our drivers and our vehicles comply with the laws applicable to those who are disabled or using buggies. Where there are infrequent services along your route, we will do everything we feasibly can to assist but please contact us in advance to ensure we can help smooth your journey.

Bicycles

Only folding bicycles, which are safely and securely stowed in the designated luggage area in a suitable bag or box, are permitted onto our buses. Providing the driver believes that there is sufficient luggage space available.

Luggage

All items of luggage will be carried at our driver's discretion to ensure they can be carried safely upon our buses. We will only permit customers to carry luggage on our vehicles where it is safe to do so and is available to our customers for convenience only. You will retain the risk of loss of, or damage to, the luggage at all times. We do not accept any liability for any loss or damage however caused. **We will never carry unaccompanied luggage or parcels in any circumstance.**

There may be occasions where items of luggage are refused to be carried on our services. If the luggage is excessive, large or of an awkward size and it means it is not easily able to be carried upon our vehicle, the driver reserves the right to refuse such luggage on to the bus.

Unfortunately, we are unable to carry certain items which could endanger the safe passage of our vehicle or the safety of our staff, customers or other road users and pedestrians. These include rechargeable batteries (other than those inside personal devices or are in their original retail packaging), ammunition, explosives, weapons, paint in either unsealed containers or plastic containers exceeding five litres and combustible or otherwise hazardous materials including petrol. If you are refused travel due to the above circumstances, we cannot accept liability for subsequent loss, damage, injury, inconvenience or cost you suffer or may suffer as a result.

Lost Property

Any item that is left on a bus and subsequently found by a member of our staff will be dealt with in accordance with the applicable laws.

When something is lost on one of our buses we will do everything we reasonably can to locate and return property to its owner. **However, we will not accept any responsibility or liability for any article left on our buses or coaches in any circumstance.**

If items of lost property are not claimed within one month the item will become our property and it will be disposed of appropriately, normally to a chosen charity. If the item of lost property is perishable, it will be thrown away after a period of 24 hours if not claimed before this time. If, before 24 hours, the item becomes a potential health risk, or causes offence, it will be thrown away immediately. If you find an item of lost property on one of our buses or coaches, you should inform the driver before leaving that vehicle of the location of the item of lost property. **You should not touch or move the item if it looks suspicious.**

Should you wish to claim an item of lost property, we will need to establish that the item belongs to you. You will also need to provide proof of your name and address and describe the item of lost property or explain the contents of an item so we can establish you as the owner. **Contact details for our lost property office can** be found on the contact page of the website, the address of which is located at the end of these Conditions.

If the item of lost property is a bag, or other container, it may be opened and examined by us in order to help identify the owner and the nature and potential value of the lost property. **We do not accept any responsibility to you if, as a result of opening the bag or other container, you suffer any loss, inconvenience, damage or cost as a result.**

There will be an administration fee charged to you on collection of an item of lost property. Items of lost property will normally need to be collected from our depot offices. We may also agree to post the item of lost property back to you. In these circumstances, we will require advance payment of the postage and packaging before we are able to do this.

Data Protection

If we collect your personal data we will store and process that personal data in accordance with our Privacy Policy. A copy of our Privacy Statement is available on our website or can be obtained by writing to the Company at the address set out at the end of these Conditions. We will adhere to the requirements of the Data Protection Act 1998 at all times.

Animals

We welcome and encourage assistance dogs on our buses and coaches and they are carried and welcome aboard at all times. We would ask you, though, to ensure you comply with any reasonable instruction given by the bus driver or Company official whilst you and your dog are on board. A

maximum of two dogs at any time are normally allowed on any of our buses but this will be subject to the discretion of the driver. Similarly, if you wish to travel with two or more dogs, you will need permission from the driver.

Other dogs (or a small animal) are welcome at the discretion of our drivers and, if they are permitted on board, they must be well-behaved and of no danger or nuisance to other customers or our employees. Dogs can be dangerous so, where appropriate, they must travel in accordance with the Dangerous Dogs Act.

We reserve the right to ask you to leave the vehicle with your animal at any time if the driver feels that the animal in question is a danger to the driver, the passengers or you. If we do ask you to leave, you must do so at the time and place stated by the driver. We will have no liability to you as a result of the driver asking you to leave the bus. Please remember that animals are not permitted to travel on seats (although they can sit on your lap) and, if the animal causes damage, loss or injury due to it travelling on the vehicle or being on our premises you will be held responsible and we may seek to claim costs as a result. Any animal which is permitted to travel on our bus is at your risk. We make no charge for the carriage of dogs and small animals although we do ask you respect the above rules at all times.

Breast Feeding

We support a mother's right to breast feed her baby in public. This includes doing so on any of our buses. Many of our customers are mothers with children and we understand completely that babies need to be fed when they are hungry.

Force Majeure

We shall be relieved of any liability to you for any loss or damage if such loss or damage is due to: (i) you doing something or not doing something you should have done when on our buses; (ii) insufficiency of the packing of any luggage you bring on board one of our buses; (iii) a strike, lock-out, stoppage or industrial dispute, the consequence of which meant we were not able to provide the services expected; or (iv) any other event which we were unable to avoid or prevent by the exercise of reasonable diligence.

Contact Details

For all enquiries, suggestions or complaints, please address these to the Customer Services Department of Square Peg Buses at:

Unit 123, Whitehall Road Industrial Estate,
Leeds.
LS12 5JB

Or e-mail to: info@squarepegbuses.co.uk

Our registered office is Unit 123, Whitehall Road Industrial Estate, Leeds LS12 5JB

Our lost property office is located at our depot here too.

Complaints to the Bus Appeals Body

In the event you are not satisfied with the handling of your complaint, you may contact Bus Users UK whose contact details are as follows:

Bus Users England,
Terminal House,
Shepperton
TW17 BAS

Tel: 0300 1110001

E-mail: enquiries@bususers.org

Website: www.bususers.org

Square Peg Buses - Privacy Policy

A) Introduction

- 1) Square Peg Buses / "We" are committed to protecting and respecting your privacy.
- 2) This policy sets out:
 - what personal data ("information") we collect from you when you use our website or services;
 - how we collect and use that information;
 - how you can contact us if you wish to exercise any of your rights in the information.
- 3) By providing us with your information you consent to our use of it in the manner set out in this policy.
- 4) For the purpose of the Data Protection Act 1998 (the Act), the data controller is Square Peg Buses of Unit 123, Whitehall Road Industrial Estate, Leeds LS12 5JB.
- 5) Our nominated representative for the purpose of the Act is Simon Daymond, Managing Director, e-mail: info@squarepegbuses.co.uk.

B) Information We May Collect from you

We may collect and process the following information about you:

- 1) Information that you provide to us when filling in forms on this website or that you provide when you contact us. This may include your title, first name, surname, address, telephone number(s), e-mail address(es), date of birth and in certain circumstances details of payment methods used by you, your place of employment or education, student number, and a photograph. This information may be given:
 - when you contact us with queries, complaints or a request for information;
 - when you respond to surveys that we may conduct, and you have agreed to be contacted;
 - whilst recording transactions that you carry out on our site, although we do not hold any information about your financial transaction other than details of the value of the ticket(s) that you purchase, when they are purchased and the method of purchase.
- 2) When you visit our website details of your visits, how you use our site and the resources that you access on our site may be recorded as explained in our cookie policy.
- 3) When you use the key we record your transaction and journey history.

C) Where We Store your Personal Information

- 1) The information that we collect from you may be stored within or outside the European Economic Area ("EEA").
- 2) In order to respond to your complaints or administer requests made by you we may engage third party processors to process the information contained in your correspondence. These processors are

sometimes located outside of the EEA. We will take such steps as are required by law to ensure that suitable safeguards are in place when any information is transferred to other countries.

3) Any payment card transactions will be processed securely, the suppliers that we use to process payment card transactions operate in accordance with the PCI DSS industry standard payment card security process to ensure that your online purchases are secure.

4) Please note: where you use a password on any website we provide it is your responsibility to keep that password confidential.

D) Uses Made of the Information

1) We may use information held about you in the following ways:

- To notify you about changes to our services;
- To make and receive any payments necessary between us;
- To carry out our obligations arising from any contracts entered into between you and us;
- To provide you with details of our services, information, newsletters, and details of promotions and offers which we feel may interest you;
- To enhance your experience of our website, as described in our cookie policy;
- To share with our suppliers where this is required by our processes.

2) If you are an existing customer, we will only contact you by electronic means (email or SMS) with information about goods and services similar to those which were the subject of a previous sale to you.

3) If you do not want us to use your information for marketing purposes please make sure that you indicate this by using the tick box when you sign up or, if you have an account with us, by logging in and changing your contact preferences. Alternatively write to the person nominated in A5 above and tell us.

E) Cookies

1) We use cookies on the website in order to provide you with enhanced user experience.

- Cookies are small text files that are placed on your computer by websites that you visit. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.
- We encourage you to accept the cookies our website uses as they help us to improve the user experience for you and many others.
- **By accessing the website you give implicit permission to allow the cookies described below to be set on your computer. If you do not wish this follow the instructions below.**
- We have this information on our website because of the 2011 EU Cookie Law.

The cookies we use are:

Cookie	Name	Purpose	Further info
Google Analytics	__utmc	These session cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	An overview of privacy at Google
Google Analytics	__utma __utmb __utmz	These 'persistent cookies' collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.	An overview of privacy at Google

To delete or reject cookies

- We recommend you allow the cookies we set by this website as they help us provide a better service. If you do not want to receive cookies from this website, select cookie settings under the privacy settings in your browser options, then add our domain to the list of websites you do not want to accept cookies from.
 - Under settings you can also delete individual cookies or any cookies that your browser has stored.
 - If you set your browser to refuse cookies, please be aware that there may be functionality on various websites that does not work.
- More about how to delete and control cookies (external site - opens in a new window).** Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.allaboutcookies.org/.
- To opt out of being tracked by Google Analytics across all websites visit tools.google.com/dlpage/gaoptout.

F) Monitoring

1) To ensure that we have an accurate record of dealings between us and customers (and for training purposes) we may, in certain circumstances, record and or monitor telephone calls, however, you will always be forewarned when this is to happen.

2) For the purposes of ensuring your safety and security and for the prevention of crime and apprehension of offenders we use, record and monitor CCTV images around our premises and on our vehicles.

G) Disclosure of Your Information

1) We may disclose your personal information to third parties:

- to process payment card transactions;
- to respond to your complaints or administer requests made by you;
- In the event that we sell or buy any business or assets, in which case we may disclose your personal information to the prospective seller or buyer of such business or assets;
- If substantially all of our assets are acquired by a third party, in which case personal information held by us about our customers will be one of the transferred assets; and
- If we are under a duty to disclose or share your personal information in order to comply with any legal obligation, or in order to enforce or apply our terms of use or our conditions of carriage; or to protect the rights, property, or safety of our other customers, or other individuals. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

H) Your Rights

1) You have the right to ask us not to process your personal information for marketing purposes. We will usually inform you (before collecting your information) if we intend to use your information for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your information. You can also exercise the right at any time by contacting the person named in A5 above.

2) Our site may, from time to time, contain links to and from third party websites. We are not responsible for how these sites use your information and, if you wish to understand how they do, please consult the privacy policy of the relevant website.

I) Access to Information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee not exceeding £ 10 to meet our costs in providing you with details of the information we hold about you. Please contact the person named in A5 if you wish to make such a request.

J) Changes to Our Privacy Policy

Any changes we may make to our privacy policy in the future will be updated in this document.

K) Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to the person named in A5 above.