

Privacy Policy

Last Updated: November 2024

At Keolis (UK) Limited ("we", "us", "our"), we are committed to handling your personal information responsibly and respecting your right to privacy. This Privacy Policy ("Policy") describes how we use your personal information, which we collect through our website www.keolis.co.uk ("Website") or otherwise as noted in this Policy. This Policy is designed to comply with the UK General Data Protection Regulation (UK GDPR) and the UK Data Protection Act 2018.

1. Who We Are

We are Keolis (UK) Limited, a company registered in England with registered number 03292357, with its registered office at Milton Gate, 60 Chiswell Street, London EC1Y 4AG. We are the data controller ([ZB588774](#)) for the purposes of applicable data protection laws, including the UK GDPR and the UK Data Protection Act 2018. This means we determine the purposes and means of processing your personal information.

2. Information We Collect and How We Use It

You may choose to provide personal information (such as your name, address, telephone number, and email address) when you communicate with us. We collect this information through various means, including our Website, email, phone, or other communication methods. The information we collect and how we use it includes:

- **Contact Information:** When you contact us, we may collect your name, email address, and telephone number to respond to your inquiries.
- **CCTV:** Our premises have CCTV cameras installed for security and monitoring purposes. These are owned and controlled by a third party at our office address (16 St John's Lane, London EC1M 4BS). We encourage you to read their [privacy notice](#) to understand how your personal information is used.
- **Automated Information:** We may collect certain information by automated means when you visit our Website, such as IP addresses, cookies, and web beacons. This helps us understand how our Website is used and improve its functionality.

3. Special Categories of Personal Data

We may collect special categories of personal data, such as information about health, race, or religion, if you provide it to us. We will only process this information with your explicit consent or where it is necessary for the establishment, exercise, or defence of legal claims.

4. Legal Basis for Processing

Under the UK GDPR and the UK Data Protection Act 2018, we must have a lawful basis to process your personal information. The legal bases we rely on include:

- **Consent:** Where you have given us clear consent to process your personal information for a specific purpose.
- **Contract:** Where processing is necessary for the performance of a contract with you or to take steps at your request before entering into a contract.
- **Legal Obligation:** Where processing is necessary for compliance with a legal obligation to which we are subject.
- **Legitimate Interests:** Where processing is necessary for our legitimate interests or those of a third party, provided your interests and fundamental rights do not override those interests.

5. Your Rights

Under the UK GDPR and the UK Data Protection Act 2018, you have the following rights regarding your personal information:

- **Right to Access:** You have the right to request access to your personal information.
- **Right to Rectification:** You have the right to request correction of any inaccurate or incomplete personal information.
- **Right to Erasure:** You have the right to request the deletion of your personal information in certain circumstances.
- **Right to Restrict Processing:** You have the right to request the restriction of processing your personal information in certain circumstances.

- **Right to Data Portability:** You have the right to request the transfer of your personal information to another party.
- **Right to Object:** You have the right to object to the processing of your personal information in certain circumstances.

6. Data Retention

We will retain your personal information only for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. We consider the amount, nature, and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure, and the purposes for which we process your personal information.

7. International Transfers of Personal Data

We will ensure that if we do transfer your personal information to jurisdictions outside the EEA, such transfers will be made in accordance with data protection laws and subject to appropriate safeguards to protect your personal information. You can request further information about the safeguards we have implemented in respect of any international transfers by emailing us at privacy@keolis.com.

8. Information Sharing

We may share your personal information with other members of our group of companies for the purposes described in this Policy or as set out in the table below. We may also share your information with third parties where required by law, where it is necessary to administer the working relationship with you, or where we have another legitimate interest in doing so.

| Third party recipient | Purpose of disclosure |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>IT service providers including IT platform providers and website analytics service providers</p> <p>Our third-party partners whom we may jointly provide certain services. You may request further information about our third-party partners by emailing us as privacy@keolis.co.uk.</p> | <p>In order to perform our obligations with you and to understand how you use our services and to improve our business including to:</p> <ul style="list-style-type: none"> • support our IT systems and infrastructure, • provide maintenance services for our IT systems and infrastructure, • provide data hosting and other data processing services, and • provide analytics services relating to your use of our website to identify any technical or user interface issues and/or improvements in connection with the website. <p>In order to respond to and resolve any issues or concerns raised by you which relate to our third-party partners.</p> |

9. Security

We have implemented appropriate technical and organisational measures designed to secure your personal information from accidental loss and unauthorised access, use, alteration or disclosure. However, the internet is an open system and we cannot and do not guarantee or warrant the security of any information that you transmit on or through our Website.

10. Contact Us

If you have any questions about this Policy or our privacy practices, please contact us at privacy@keolis.co.uk or using the contact details at the end of this Policy.