



STATEMENT

Data Protection Statement

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1. General Data Protection Regulations

The UK General Data Protection Regulation (UK GDPR), together with the Data Protection Act 2018, came into force on 25 May 2018 and governs the manner in which organisations collect, use, store, and process personal data. These laws strengthen the rights of individuals and impose

enhanced obligations on organisations to demonstrate accountability, transparency and security in all data processing activities.

Albatross Bus & Coaches Ltd fully recognises the importance of these legal requirements and is committed to ensuring that all personal data is handled in compliance with applicable legislation at all times.

2. Taking data security seriously

Albatross Bus & Coaches Ltd has always taken the security and privacy of personal data seriously and regards the introduction of UK GDPR as a significant step in strengthening individual rights. The organisation is committed to maintaining the highest standards of data protection by implementing appropriate technical and organisational measures and by continually reviewing and improving its data protection practices.

This commitment extends to all personal data processed through operational systems as well as manual and electronic records.

3. Proving Compliance

As with any compliance, it is easy to state, but very much harder to prove that you adhere to it. To demonstrate that Albatross Bus & Coaches Ltd is committed to meeting our obligations now and into the future, we have engaged a data protection specialist on a permanent basis to underpin and reinforce any stated compliance.

4. Compliance Responsibilities

We have evaluated the changes in the law along with new obligations and restrictions. As a result, we have approached it from three different angles.

1. Ensuring our own compliance as a company that holds and processes people's personal data.
2. Ensuring our partners and suppliers adhere to the highest standards of compliance, and
3. Ensuring that our actions support our customers with their rights.

5. Albatross Bus & Coaches Ltd Compliance

Albatross Bus & Coaches Ltd have undergone a full review of all internal security and privacy policies to ensure that all personal data within, or passing through the company, will be handled in accordance with the law.

We will implement the relevant tools and practises to ensure the safeguarding of any data

handled by Albatross Bus & Coaches Ltd and all of its employees.

All employees will be provided with the relevant training and have been as previously appropriate background checks have been carried out.

New data protection laws place a greater emphasis on the documentation that data controllers must keep, demonstrating their accountability. We have examined and adjusted our internal record keeping to as required. In brief these included;

6. Awareness

Albatross Bus & Coaches Ltd has ensured that decision makers and key people within the company are aware of the new law and the need to make appropriate yet proportionate adjustments if necessary to the ways of working.

We will provide information to employees around data protection and their obligations and have configured our systems to significantly limit any possible breaches.

7. Information we hold

We have documented what personal data we hold, where it came from and with whom we share it with. We have taken the approach of privacy by design, ensuring that the first thought is the privacy of those whose data we process and have accordingly limited access to data and minimising what we ask for.

8. Communicating privacy information

We have reviewed our current privacy notices and made adjustments where necessary to meet what is required under the law. When we collect your personal data, we will make available our privacy notice. This privacy notice will inform of how we handle your data and to whom and why we might share this data, in addition to explaining our lawful basis for processing the data, our data retention periods and your right to complain to the ICO if you think there is a problem with the way we are handling your data. Should you have any questions regarding it, please do get in touch.

9. Individuals' rights

Albatross Bus & Coaches Ltd has reviewed procedures to ensure they cover all the rights individuals have, including how we delete personal data or provide data electronically.

These include the following:

- The right to be informed

- The right to access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- The right to not be subject to automated decision-making including profiling

10. Subject access requests

Albatross Bus & Coaches Ltd has updated our procedures to reflect how we will handle requests to take account of the new rules such as in most cases we will not charge for complying with a request. We will have a 30 days to comply, rather than 40 days under the previous data protection laws. We can refuse or charge for requests that are manifestly unfounded or excessive. If we refuse a request, we will tell the individual why and that they have the right to complain to the supervisory authority and to a judicial remedy.

11. Lawful basis for processing personal data

As part of compliance, we have to identify the lawful basis for our processing activity and have updated our privacy notice to explain it.

12. Data breaches

There is a duty on all organisations to report certain types of data breach to the ICO, and in some cases, to individuals where it is likely to result in a risk to the rights and freedoms of individuals for example, if it could result in discrimination, damage to reputation, financial loss, loss of confidentiality or any other significant economic or social disadvantage.

13. Data Protection by Design and Data Protection Impact Assessments

Albatross Bus & Coaches Ltd endeavours to adopt a privacy by design

approach and to carry out a Privacy Impact Assessment (PIA) as part of this, when and where necessary.

14. Data Protection Officer

The business is not required by law to have a data protection officer however we recognise the importance of getting privacy right for everyone. As a result, we have engaged a data protection specialist on a permanent basis to support our efforts.

15. Suppliers GDPR Compliance

Albatross Bus & Coaches Ltd has undertaken a review of all supplier and third-party contracts and arrangements to ensure that all of our partners continue to apply the same high standards of data protection.

Approved by

Managing Director: _____

Signature: _____

Approval Date: 15 April 2026

