# Lothian Buses Lost Property Privacy Notice

## Your Personal Data:

**What we need**

Lothian Buses Ltd will be what's known as the 'Controller' of the personal data you provide to us. We only collect basic personal data about you.

**Why we need it**

We need to know your basic personal data in order to provide this service and return your items, should they be found. We will not collect any personal data from you we do not need in order to provide and oversee this service to you.

**What we do with it**

We'll use the information you supply to provide you with customer service help. All the personal data we process is processed by our staff and servers based in the UK. No Third parties have access to your personal data unless the law allows them to do so and we won't share your personal data with any other companies outside the Lothian Group. We have a Data Protection regime in place to oversee the effective and secure processing of your personal data.

**How long we keep it**

We keep your information for up to 4 months after you collect your item after which your information will be securely deleted. More information on our retention schedule can be found by contacting our Data Protection Officer on the address below.

**What are your rights?**

If at any point you believe the information we process on you is incorrect, you can request to see this information and have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

Our Data Protection Officer can be contacted at DPO@lothianbuses.co.uk.