

## Bus & Tram App Privacy Policy

The Bus & Tram app is operated by Lothian Buses Limited as supplied by UrbanThings Limited (<https://urbantthings.co/>), a registered company in the UK, company number 04543413. Lothian Buses is a 'Controller' of the personal data you provide to us.

This privacy policy explains how we use any personal information we collect about you when you use the Bus & Tram app.

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### What personal data do we collect?

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When you register for an account, we collect your name and email address. Should you purchase m-tickets, we also collect payment details and store the purchase history associated with your m-ticket account.

### What information does the app access on my phone?

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Certain functionality will require to access information or features on your phone to work. The app may require access to following information or functionality on your device for the following purposes only:

- Contact Information – used to register an account if you sign in using Apple or Google
- Device & App History – to send our app supplier crash/bug reports
- Purchases/Financial info – used to process m-ticket purchases and to manage your account
- Location – to help improve services, we ask permission to capture your approximate location when you display a ticket for inspection. Location information is stored and used anonymously.

You can disable location reporting when you display a ticket for inspection without affecting use of the app: **open the app > Account > Settings and deselect "Capture my location when I board a vehicle"** You may manage how m-tickets accesses your phone information using privacy settings on your device, or by uninstalling the app.

### How will we use your personal data?

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We collect information about you to support the app's functionality. In order to do so, we share your information with our app supplier, UrbanThings.

An account is required to purchase m-tickets. Payment card details are stored securely by our payment provider and will never be disclosed to anyone for purposes other than for m-ticketing mobile payments

initiated by you. Payments are securely processed by our payment provider in accordance with the latest Payment Card Industry Data Security Standards.

An account is required to save stops/locations across multiple devices. Alternatively, you can tap the search icon to see recently viewed stops without an account. Your home/work locations are stored on your device and are not saved across multiple devices. Account details are anonymised and saved stops/locations are not reported on and are not used for anything other than providing you with access to departure boards or journey plans.

We will not share your personal information with any other third parties for any other reason without your prior consent, except where we are required to do so by law (for the detection and prevention of crime, for example).

The servers where your data is stored with Amazon Web Services (<https://aws.amazon.com/privacy/>) are located in Dublin, Ireland.

## How long do we keep your personal data?

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We will retain your information for the time that you have an account. Your account can be deleted at any time by opening the app > Account > Manage Account > Delete account.

## Marketing

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We will not share or use your personal information for marketing purposes.

## What are your rights?

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You can access and edit the personal information registered against your account by tapping "Account" from the menu bar, when logged into the app.

You have the right to request a copy of all the information that we hold about you. If you would like a copy of some or all of your personal information, please email: [appsupport@lothianbuses.co.uk](mailto:appsupport@lothianbuses.co.uk) or write to us at: Product Support, Lothian Buses, 55 Annandale Street, Edinburgh, EH7 4AZ.

If at any point you believe the information we process on you is incorrect, you can ask us to correct or remove it.

If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer. If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can contact the Information Commissioner's Office (ICO).

## Changes to our privacy policy

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We keep our privacy policy under regular review and we will place any updates in the app and on our website [www.lothianbuses.co.uk](http://www.lothianbuses.co.uk). This privacy policy was last updated on 30 April 2025.

## How to contact us

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Please contact us if you have any questions about our privacy policy or information we hold about you:

Email: [dpo@lothianbuses.co.uk](mailto:dpo@lothianbuses.co.uk)

Address: Data Protection Officer, Lothian Buses, 55 Annandale Street, Edinburgh, EH7 4AZ.