



**Est. 1952**  
Taxis  
Modern and Vintage Coach Hire  
Wheelchair Accessible Transport  
Wedding Transport  
Airport Transfers

## Felix Taxis & Co customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

### Contact details

#### Post

8 Windmill Hill, Long Melford, SUDBURY, Suffolk, CO10 9AD, GB

#### Telephone

01787310574

#### Email

info@felixcoaches.co.uk



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## What information we collect, use, and why

We collect or use the following information to **provide services**:

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)
- Health information (including dietary requirements, allergies and health conditions)
- Information relating to compliments or complaints

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Witness statements and contact details
- Information relating to health and safety

## Lawful bases and data protection rights

### Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide services** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

**8 WINDMILL HILL : LONG MELFORD : SUDBURY : SUFFOLK : CO10 9AD**

TELEPHONE (01787) 310574 / 372125 FAX (01787) 310584

PARTNERS : ST & CP GOLYNIA & LT WARNACK

[www.felixcoaches.co.uk](http://www.felixcoaches.co.uk)



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## Where we get personal information from

- Directly from you
- Councils and other public sector organisations
- From visual and or audio recordings from in-vehicle CCTV systems

## How long we keep information

Information will be kept on file for 6 years

## Who we share information with

### Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Suppliers and service providers

We do not sell on information that we collect to third parties

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

## Last updated

15 January 2025

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