**Birdie Bus – Privacy Policy**

Last updated: August 2025

Birdie Bus is committed to protecting your privacy. This policy explains how we collect, use, and store your personal information when you interact with us, whether you book a mobile golf simulator session, visit our website, or contact us directly.

**1. Who We Are**

Birdie Bus Ltd. provides mobile golf simulation services for events, coaching, and memberships.

Contact details:

* Email: [admin@birdiebus.co.uk](mailto:admin@birdiebus.co.uk)
* Website: [www.birdiebus.co.uk](http://www.birdiebus.co.uk/)

**2. Information We Collect**

We may collect the following information:

* Personal details: Name, email address, phone number, billing address.
* Booking information: Event details, number of participants, payment records.
* Payment information: Processed securely by our payment providers — we do not store card details.
* Marketing preferences: Your consent for email or SMS updates.
* Website usage data: IP address, browser type, and pages visited (via cookies).

**3. How We Use Your Information**

We use your data to:

* Process and confirm bookings.
* Deliver our mobile golf services.
* Respond to enquiries.
* Send booking reminders and important service updates.
* Improve our services and website.

**4. Legal Basis for Processing**

We process your personal data under:

* Contract: To fulfil your booking or membership.
* Consent: For marketing communications (you can withdraw at any time).
* Legitimate interest: To improve our services and maintain business operations.
* Legal obligation: For tax, accounting, and record-keeping purposes.

**5. Sharing Your Information**

We only share data with:

* Service providers (e.g., payment processors, booking software, email platforms).
* Event partners if required for your booking (with your consent).
* Legal authorities if required by law.

We do not sell or rent your personal data to third parties.

**6. Data Storage and Security**

* We store data on secure, GDPR-compliant servers.
* Access is limited to authorised personnel only.
* We use security protocols to protect your data.

**7. Data Retention**

* Booking and payment records: 6 years (for legal and accounting purposes).
* Marketing data: until you opt out.
* Enquiry emails: up to 12 months after the last contact.

**8. Your Rights**

Under UK GDPR, you have the right to:

* Access the personal data we hold about you.
* Request correction of inaccurate data.
* Request deletion of your data (where legally possible).
* Object to processing for marketing purposes.
* Withdraw consent for marketing.

To exercise your rights, contact [admin@birdiebus.co.uk](mailto:admin@birdiebus.co.uk).

**9. Cookies**

Our website uses cookies to improve user experience and analyse traffic. You can disable cookies in your browser settings, but some features may not function correctly.

**10. Changes to This Policy**

We may update this Privacy Policy from time to time. Changes will be posted on our website with the updated date.

**11. Contact Us**

If you have questions about this Privacy Policy or how we handle your data, please contact:

Birdie Bus – [admin@birdiebus.co.uk](mailto:admin@birdiebus.co.uk)