

Privacy Policy

DRAGBUS LIMITED

Introduction

At DRAGBUS LIMITED ("we", "us", or "our"), we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, disclose, and safeguard your information when you interact with us, whether through our website, mobile applications, or via other means. Please read this policy carefully to understand our views and practices regarding your personal data and how we will treat it.

Information We May Collect

- Personal Identification Data: Name, address, email address, telephone number, and other contact details you provide when registering or contacting us.
- Technical Data: Internet Protocol (IP) address, browser type, operating system, and information about your visit including pages viewed and resources accessed.
- Usage Data: Details of your interactions with our services, such as log data, device information, and location data where permitted.
- Marketing and Communications Data: Your preferences in receiving marketing from us and your communication preferences.

How We Use Your Information

We use the information we collect in the following ways:

- To provide and maintain our services;
- To communicate with you, including responding to your queries and providing customer support;
- To improve our website, products, and services;
- To send you important updates, notices, or promotional material (where you have consented);
- To comply with legal obligations and enforce our rights.

Legal Basis for Processing

We process your personal data under the following legal bases, as required by the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018:

- With your consent;
- To perform a contract with you;
- To comply with a legal obligation;

- For our legitimate interests, provided your rights and interests do not override these.

Sharing Your Information

We may share your information with:

- Service providers who assist in operating our business (e.g., IT support, payment processors);
- Professional advisers (e.g., lawyers, accountants);
- Regulators and other authorities where required by law;
- Other parties with your explicit consent.

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

International Transfers

If we transfer your personal data outside the United Kingdom or European Economic Area (EEA), we will ensure appropriate safeguards are in place to protect your information, in accordance with applicable data protection laws.

Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Your Rights

You have the following rights regarding your personal data:

- Access to the personal data we hold about you;
- Rectification of inaccurate or incomplete data;
- Erasure of your personal data (“right to be forgotten”);
- Restriction of processing;
- Data portability;
- Objection to processing, including for direct marketing purposes;
- Withdrawal of consent at any time (where relevant).

To exercise any of these rights, please contact us using the details provided below.

Security of Your Information

We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, disclosure, alteration, or destruction. However, no internet-based service is completely secure. While we strive to protect your information, we cannot guarantee absolute security.

Cookies

Our website may use cookies and similar technologies to enhance your browsing experience and analyse our traffic. You can set your browser to refuse cookies, but some features of our website may not function as a result. Please refer to our Cookie Policy for further details.

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be posted on this page and, where appropriate, notified to you by email. Please check back regularly to stay informed.

Contact Us

If you have any questions or concerns about this Privacy Policy or our data practices, please contact:

Data Protection Officer

DRAGBUS LIMITED

18 Brunswick Terrace, Hove, BN3 1HL.

info@dragbus.co.uk

01273 044653

This policy was last updated on 06/11/2025.