

Loch Lomond Travel App Privacy Policy

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This privacy policy explains how Loch Lomond Travel handles personal data in the LLT mobile app for passengers and drivers. The app is a closed-access travel operations app.

Passengers sign in with a booking reference and booking email, and drivers sign in with a Loch Lomond Travel driver code. This policy covers the mobile app and app-related services, including Firebase, Expo push notifications, maps, safety support, group chat, and tour photo features.

Contact: Loch Lomond Travel

Email for privacy, data, and support requests: hello@lochlomondtravel.com

App operations phone: +44 141 487 6737

Data We Collect Or Process

Data type	When it is used	Required or optional
Booking reference, booking email, passenger identity, driver identity, and Firebase anonymous authentication UID	Used to verify access, create app account records, link passengers or drivers to the correct tour, and keep the app session secure.	Required for sign-in and app access.
Tour, itinerary, pickup, manifest, driver, and booking operation data	Shown in the app so passengers and drivers can view tour details, pickup information, itinerary changes, passenger manifests, and operational updates.	Required for core app functionality.
Chat messages, replies, reactions, deleted-message state, group photos, private photos, captions, upload metadata, and content reports	Used for group chat, driver chat, tour albums, private tour photos, moderation, abuse handling, and operational support.	Feature-triggered. You choose whether to send messages, react, upload photos, add captions, or submit reports.
Camera, photo library, and saved-photo	Used when you choose to take a photo, choose a photo from your library, upload a	Optional and controlled by device

Data type	When it is used	Required or optional
activity	tour/chat/private photo, or save a tour photo to your device.	permissions.
Push token, notification permission state, notification preferences, and tour-interest categories	Used to send operational tour updates, group chat/photo alerts, and optional future-tour or marketing-interest notifications where enabled.	Optional. You can skip or disable notifications.
Location data	Used to show bus location, help with meeting points and directions, let drivers share pickup location, and support optional safety reports or live location sharing. Passenger map location may be used on the device; it is sent to Loch Lomond Travel only when a feature such as a safety report or live sharing requires it.	Feature-triggered and controlled by location permission.
Safety support data, SOS choices, safety report category, severity, messages, optional coordinates, and trusted emergency contacts	Used to help Loch Lomond Travel respond to operational support or safety issues. Trusted emergency contacts are stored locally on the device unless you choose to use device call or SMS features.	Feature-triggered. SOS options do not automatically call emergency services.
Device OS, device model, app version, app build, OS version, diagnostics, login diagnostics, app logs, crash snapshots, and operational alerts	Used to keep the app reliable, diagnose login/sync/photo/notification problems, and support passengers and drivers. Logs are designed to redact booking references, emails, auth UIDs, tokens, push tokens, passwords, and raw sensitive identifiers.	Required for app reliability and support, with sensitive values minimized.
Offline cache and local app storage	Used to keep tour packs, session state, drafts, offline queue items, and local safety/photo/chat state available when network connectivity is poor.	Required for offline and low-network app behavior.

How We Use Data

- To verify passenger and driver access to the correct closed tour.
- To provide itinerary, pickup, driver, manifest, map, chat, photo, notification, and safety features.
- To send operational notifications and optional marketing-interest notifications that you enable.

- To moderate user-generated chat and photo content, respond to reports, and protect passengers, drivers, and staff.
 - To diagnose app errors, crashes, login issues, sync issues, and backend problems.
 - To meet travel operations, safety, legal, accounting, insurance, and dispute-resolution requirements.
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Third Parties And Processors

The app uses service providers to operate securely and reliably. These providers process app data only for the services they provide to Loch Lomond Travel.

- Firebase and Google Cloud: authentication, Realtime Database, Cloud Storage, Cloud Functions, app backend operations, logs, diagnostics, and notification routing.
- Expo services: Expo push notification delivery, EAS build/update services, and Expo Updates where used by the app release channel.
- Apple services on iOS: App Store distribution, iOS permissions, camera/photo/location system features, Apple Maps/MapKit, phone, SMS, and local device services.
- Google Maps services on Android where maps are used.
- Hosting, operational support, and administration tools used by Loch Lomond Travel to run and support the app.

The current app code does not use advertising identifiers, IDFA, ad SDKs, data brokers, or cross-app tracking. If this changes, this policy and the App Store privacy information must be updated before release.

Legal Basis

Where UK data protection law applies, Loch Lomond Travel processes app data because it is necessary to provide travel services and app functionality, because Loch Lomond Travel has legitimate interests in operating safe and reliable tours, because certain records may be required for legal/accounting obligations, and because you consent to optional permissions such as notifications, camera, photos, and location.

Retention

- App account records, push tokens, notification preferences, and device metadata are kept while needed for app access, tour operations, support, and reliability.
- Chat messages, reactions, photos, captions, reports, and safety events are kept while needed for the tour, moderation, support, safety, legal, insurance, or dispute-resolution purposes.
- Diagnostics, logs, crash snapshots, and operational alerts are kept only as long as needed to investigate reliability, security, and support issues.
- Local offline cache remains on your device until you log out, delete your app account, uninstall the app, or the app clears it as part of normal operation.

- Travel booking, accounting, legal, safety, and operational records may be retained outside the app for longer where Loch Lomond Travel is required or has a legitimate reason to keep them.
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Account Deletion

You can request in-app account deletion from the account menu under **Account & privacy** and then **Delete account**. Deletion removes the app account used on that device, local app data, notification preferences, push-token state, local logs, offline tour packs, and app-owned tour content where the app can remove it. Owned group/private photos and app chat content are removed or marked deleted where possible. Driver pickup location may also be cleared for driver sessions.

Deleting the app account does not automatically erase travel booking, legal, accounting, insurance, safety, or operational records that Loch Lomond Travel needs to retain. To ask about access, correction, retention, or deletion of those records, email hello@lochlomondtravel.com.

Permission And Consent Controls

- Notifications can be skipped, disabled in the app notification preferences, or disabled in iOS/Android settings.
 - Location permission can be denied or changed in device settings. Safety reports and live sharing are optional except where the selected feature needs location.
 - Camera and photo-library permissions can be denied or changed in device settings. Photo upload and save features may not work without the relevant permission.
 - Marketing-interest notifications can be changed in the app notification preferences.
 - Local muting/hiding of reported chat or group photo content affects the current device and does not prevent Loch Lomond Travel from reviewing reports.
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Children And Minors

The app is not directed at children and is not submitted as a Kids Category app. Some travel bookings may include minors as passengers. Where app or booking data relates to a minor, Loch Lomond Travel uses it only for travel operations, safety, support, legal, and accounting purposes, and not for cross-app tracking or third-party advertising.

Security

The app uses authenticated access, Firebase security rules, HTTPS, platform permission controls, local secure storage where appropriate, bounded logs, and redaction of sensitive identifiers in diagnostics. No system can be guaranteed completely secure, but Loch Lomond Travel takes reasonable steps to protect app data and limit access to people and service providers who need it.

International Processing

The app's service providers, including Google/Firebase and Expo, may process data in locations outside the United Kingdom or European Economic Area. Where this happens, Loch Lomond Travel relies on appropriate contractual, technical, and organizational safeguards provided by those processors.

Your Rights

You may ask to access, correct, delete, restrict, or receive a copy of personal data associated with the app, subject to legal and operational limits. You may also object to certain processing or withdraw consent for optional features by changing app or device settings. Contact hello@lochlomondtravel.com.

Changes To This Policy

Loch Lomond Travel may update this policy when app features, service providers, legal requirements, or operational practices change. The latest version should be available from the app's **Account & privacy** screen and from the App Store privacy policy URL.