

Bus Services Customer Feedback Form

Please note Harlow Council does not run or operate any bus services in or around Harlow, but we can forward on your concerns/feedback to the relevant operator.

Please provide as much information as possible.

Name:			
Address:			
Contact number:			
Email:			
Date and time of incident:			
Bus operator:			
Route:			
Destination:			
Bus registration and/or fleet number:			
Driver number:			
Would you like to be contacted about this issue?	Yes		No
How would you like to be contacted?	Email	Phone	Post
Details:			

Please return your completed feedback form:

By email to: busfeedback@harlow.gov.uk

By post or hand-in to:
Harlow Council
Bus Station
Terminus Street
Harlow
Essex
CM20 1XA

What we do with your information

Harlow Council processes your personal information under Article 6(1)(b) of the General Data Protection Regulation 2016/679 (GDPR) to process your feedback. Your personal data will be shared with the bus operator with whom you mention in order to address the points you have made, otherwise your data will not be shared in any other way unless we have a legal obligation to do so, such as with other departments of Harlow Council or other official government organisations such as the police.

Your personal information will be retained for three years from the date above after which we will securely delete the information.