# North Herts & Stevenage Community Transport Service

# Privacy Policy

## Introduction

This policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and organisation (North Herts & Stevenage Community Transport Service as part of North Herts & Stevenage CVS).

Furthermore, the way the North Herts & Stevenage Community Transport Service processes, stores and protects user data and information will also be detailed within this policy.

## Personal information

Whilst using our website, software applications or services, you may be asked to provide personal information about yourself or a family member (name, address, email, medical details, personal circumstances etc.) We will use this information to administer our transport booking system.

We will ensure that all personal information supplied is held securely in accordance with the EU's General Data Protection Regulation (GDPR) 2018. Furthermore, by providing telephone and email details, you consent to the North Herts & Stevenage Community Transport Service contacting you using these methods, for the purposes of providing you with the requested services.

You have the right at any time to request a copy of the personal information we hold on you. Should you wish to receive a copy of this, or would like to be removed from our transport booking system and any other related documents (and thus cancelling your usage of our services, please contact Project Lead, Jon Brown jonbrown@nhcvs.org.uk

## Information collection and use

### What information we collect

The North Herts & Stevenage Community Transport Service collects the following information:

**Service users:**

Names
DOB
Ethnicity (where consented)
Addresses
Contact details including phone number and email address
Any relevant medical information necessary to provide service
Any other relevant information pertaining to payments and travel assistance benefits.
Email address, for newsletters. An opt out option is available

**Volunteers:**

Names
Addresses
Contact details including phone number and email address
References
Vehicle and insurance details
Transport bookings information

**How do we collect it?**

There are several ways in which we collect information:

Through correspondence over the phone and via email
When a new Service User is registering with the service for the first time
When a new Volunteer Driver applies for the role
When you sign up to one of our Newsletters lists

**Why do we collect this information?**

The North Herts & Stevenage Community Transport Service collect and processes information for four reasons:

**Contractual reasons**

There are circumstances in which you may provide us with personal data to fulfil a legal obligation or contract, for example the processing and submission of a Disclosure and Barring Check (DBS), in which we would have to collect and verify the information, before sending the form off for processing by the Disclosure and Barring Service.

**Legal reasons**

If the law requires us to, we may need to collect and process your data. Examples of this would be attendance at events for insurance purposes; or records of donations and payments for services for financial purposes due to HMRC regulations. We may

also pass on details of people involved in fraud or other criminal activity affecting our organisation to law enforcement.

### Consent

In specific situations, we can collect and process your data with your consent. For example, when you tick a box on one of our Gift Aid forms, or on a form to submit payment for the annual Supporter's Scheme payment, or to sign up to one of our Newsletters lists.

When collecting your personal data, we'll always make clear to you which data is necessary about a particular service.

### Vital interests

We may collect personal information when it is in the individual's best interests for us to hold that information; for example, when taking transport bookings, we will take details with regards to what the trip is for, and any medical conditions and support needs an individual may need assistance with.

### How long do we keep your data for?

The North Herts & Stevenage Community Transport Service will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the services to you, or (in the case of any contact you may have with one of our staff members) for as long as is necessary to provide support related to your enquiry or requested service.

If legally required or if it is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our Terms and Conditions, we may also retain some of your information for a limited period as required, even after you have closed your account, or it is no longer needed to provide the services to you.

### How do we store information?

All sensitive personal information is stored on our main online booking system, Optimise. Any information held in paper copy (i.e. original Volunteer Driver application form) is kept in locked cabinets with restricted access.

## Choosing how we use your data

The North Herts & Stevenage Community Transport Service will NOT sell or rent your personally identifiable information to anyone.

Personal data will ONLY be provided to a partner organisation with your express, specific permission, for legal or contractual purposes only (i.e. personal data included in a Volunteer Driver DBS application, when the application is sent to the Disclosure and Barring Service for processing).

We understand that you trust us with your personal information, and we are committed to ensuring you can manage the privacy and security of your personal information yourself.

With respect to the information relating to you that ends up in our possession, and recognising that it is your choice to provide us with your personally identifiable information, we commit to giving you the ability to do all the following:

• You can verify the details you have submitted to us by contacting a member of the Community Transport staff team.

Our security procedures mean that we may request proof of identity before we reveal information, including your e-mail address and possibly your address.

• You can also contact us by the same method to change, correct, or delete your personal information controlled by the North Herts & Stevenage Community Transport Service regarding your profile at any time. Please note though that, if you have shared any information with others through social media channels, that information may remain visible, even if your account is deleted.

• You are also free to close your account with is at any time, however, we may retain archived copies of your information should we be required by law to do so.

• You can always feel free to update us on your details at any point by contacting a member of the Community Transport staff team with the updated piece of information and what it is replacing.

Please note, we do review how we process and protect data. Therefore, changes to our policy may occur at any time. We will endeavour to publicise any changes.

For any deceased clients we archive their record, and it is usually deleted after a period of two years.

## Website

The North Herts & Stevenage Community Transport Service website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience.

This website complies with all UK national laws and requirements for user privacy.

Depending on your settings or the privacy policies for other online services such as web browsers, you may give us permission to obtain information from your account with those other services. For example, this can be via social media or by choosing to send us your location data when accessing our website from your smartphone. These services have their own policies explaining how they use and share your personal data, and you should carefully review those privacy policies before you use these sites to make sure that you are happy with how your personal information is being collected and shared.

We may from time to time share with our clients information on local services that may be of interest, for example, other local transport services and organisations that may prove beneficial.

We provide links to other websites which are not operated and controlled by North Herts & Stevenage CVS. We have no control over and are not responsible for the content of those sites or how the third parties responsible for them collect and use your personal information. We do not endorse or make any representations about third party websites. Third party websites usually have their own privacy policies explaining how they use and share your personal information. You should carefully review those privacy policies before you use these websites to make sure that you are happy with how your personal information is being collected and shared.

## Use of cookies

### What are cookies?

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

### What do we use cookies for?

We may use cookies to remember personal settings you have chosen at our website. In no other context do we use cookies to collect information that identifies you personally. Most of the cookies we set are automatically deleted from your computer when you leave our website or shortly afterwards. We use anonymous session cookies (short-term cookies that disappear when you close your browser) to help you navigate the website and make the most of the features.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive to track and monitor your engagement and usage of the website, but will not store, save or collect personal information.

Should users wish to deny the use and saving of cookies from this website onto their computer's hard drive, they should take necessary steps within their web browser's security settings to block all cookies from this website and its external serving vendors.