



### 1. What kinds of personal information do we collect and how will it be used?

We collect data and process data when you, or your appointed representative, contacts us to join our scheme or to book transport to a medical appointment.

#### Joining our scheme

The following information is recorded onto a client card

- Contact details of client (e.g. name, address, telephone numbers)
- Contact details of client's residence/carer/care home if relevant (e.g. name of Care Home, address, contact name and telephone number)
- Information regarding ability, mobile or wheelchair user, blue badge holder

#### Booking transport to a medical appointment

When a client requests transport to a medical appointment either by phone, the website or in person, in addition to the above, the following information is taken and is written into the log book, which is pre-numbered with a Job number.

- Date, time and destination (hospital/GP surgery) of appointment
- Other information i.e. whether accompanied, approximate time of appointment, is a receipt required.

The following information is also recorded into the Diary on the date of the appointment;

- Job Number, Name of client, Destination
- Pick up time & driver's name (once confirmed with the driver)

The office then contacts a driver normally by telephone, based on their availability and size of car based on the needs of the client. On occasions information is passed to the driver via WhatsApp. If available, the driver is then given the information taken above and agrees a pick up time.

The office will telephone the client with the name of the driver and pick up time. The driver is expected to retain this information until the job is complete and then destroy the information.

### 2. How do we collect your data?

- The client directly provides us with the data we collect either by telephone, email, via the contact form on our website or through the client coming into the office.
- On limited occasions a partner, carer or a close relative will register the client on their behalf.
- We also collect data from individuals who make a donation to the charity and this is then stored for accounting and auditing purposes.



### 3. How is your information stored?

The information collected when joining our scheme is kept on a card system in the office which is used for reference when the client requests transport to a medical appointment. The date and job number is also recorded on the client's card when bookings are made.

Booking requests are written into the pre numbered log book and diary. The card system, log book and diary are kept locked in a metal cabinet when the office is not used by Clevedon Care.

We also hold these details on a database, which is held by one of our Volunteers and nominated Committee members on their personal computers, and is password protected.

### 4. Who do we share your information with? Do we pass any information about the clients to other organisations?

We do not pass any personal information about clients to other third party organisations. Client information is only available to Clevedon Committee members and volunteer Duty Officers and Drivers.

### 5. Do we hold any other statistics within the organisation?

We hold information for management purposes on the number of jobs in a year, the locations visited, the number of jobs done by drivers annually and the numbers of telephone calls made per month.

### 6. What are the grounds for holding your personal information with CC?

Clevedon Care collects client data to manage and enable us to provide our medical transport service to its clients. This requires matching the needs of clients for a medical appointment with the appropriate car/driver. The data collected ensures that our drivers pick up clients from the correct address and takes them to their appointment taking into account any special needs that clients may have.

### 7. What should you do if your personal information changes?

Clients should tell us so that we have accurate information otherwise it would be difficult to provide the service.

### 8. Do we monitor your personal information?

We do not monitor phone calls from/to the clients or the drivers, e.g. listening recording etc.

### 9. How long is your information retained by us?

Client cards are retained for as long as we need this information to provide the service or if we are told by the client or a carer/relative that they no longer wish to be registered with us.

The Booking log book is retained for six months. Diary of booked visits for up to 24 months. Any email or website contact form requests are transferred to the Booking log book and deleted within 48 hours.



### 10. Changes to this GDPR privacy policy

We may have to update this information from time to time to reflect the changes to the Law and/or changes in our practice.

### 11. Data Breach

Clevedon Care has in place procedures to deal with a suspected data security breach and we will notify the Information Commissioner's Office (or any other applicable supervisory authority or regulator) and you of a suspected breach where we are legally required to do so.

### Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the bottom of this privacy notice.

### How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the bottom of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO at the following address:

Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow. Cheshire. SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

