

Community Transport Privacy Notice

At Seachange we are committed to protecting your privacy. We recognise your personal information belongs to you. We protect any personal information you give us when either you contact us in person, by phone, in writing or when using our website.

Why do we hold personal information? In line with our mission to promote and improve the health and well-being of people, we process your personal information to enable us to:

- Provide you access to our Volunteer Patient Transport Service and ensure we understand your needs
- Maintain our own accounts and records and other legal requirements
- Generate statistics to demonstrate our performance and the impact of our work.

What sort of personal information do we process?

- Your contact details
- An emergency contact
- Your mobility and any other information that you think we should know in order to provide you with the support you need to access our transport service.
- When you register we ask for your consent to;
 - Be able to contact your GP if we have concerns about your well-being e.g. if we come to collect you at a pre-arranged time but there is no answer
 - Contact you about relevant Seachange services and activities
- Information about incidents, accidents and near misses while in our care
- We record when you use our service and any voluntary financial contribution you have made.

Get in touch

Call: 01395 446896

Email: help@seachangedevon.org

www.seachangedevon.org

Find us

Seachange

East Budleigh Road, Budleigh Salterton EX9 6HF

Registered Charity No. 1196379



How we use your information

	Our reasons for processing	Our legitimate interests (where Applicable)
So we can provide the service to you	You have asked us and we have agreed to register/provide the patient transport service	
So we can demonstrate our impact	Statistics (anonymised)	
So we process financial records accordingly	Our Legal Duty	
To remain safe and manage risk	Our Legal Duty Our legitimate interest	To ensure that we and our volunteer understand your needs when using the Patient Transport Service so we offer the best service possible

How long do we keep information about you?

- We will keep your patient transport registration for 1 year after you last used the patient Transport Service (in case you restart and to save your reregistering)
- Anonymous statistical information will be kept ad infinitum and used in a summarised way to evidence our impact
- Financial records will be kept for 7 years
- Records of any accidents, incidents and near misses will usually be kept for 3 years but depending on the incident type this might be longer, as regulations dictate, but we will tell you.

Who do we share your Information with?

- We share your contact details and information about your mobility and other needs you identified with our volunteer drivers so they are aware of the support you need. All our volunteer drivers and staff receive confidentiality training.
- If you give consent we may contact your GP if we have concerns about your well-being.
- We evaluate our services and we may publish summaries of statistics about service or share statistics with a funder. We may also appoint external evaluators who may have access to your information in an anonymised format.

Can I withdraw my consent?

If we hold information about you because you have given consent you have the right to withdraw the consent e.g. from receiving event or promotional information. If you withdraw consent we will try to ensure that you can continue to be a volunteer safely.

Your rights

You can exercise your rights below by contacting, Seachange East Budleigh Road Budleigh EX9 6HF help@seachangedevon.org 01395 446896

Right to complain

We take all complaints about data privacy very seriously. You may send your complaint to Seachange East Budleigh Road, Budleigh EX9 6HF help@seachangedevon.org 01395 446896

You also have the right to complain to the regulatory authority

You can contact the Information Commissioners Office t: 0303 123 113 or via a link on their website <https://ico.org.uk/>

Right to have details of your personal data we hold

You have a right to request details of the information we hold about you. It is free of charge and the law expects us to respond within one month and in an accessible format. You will need to prove your identity to us before we are able to respond.

Right to have errors corrected

If you believe there may be an error in the information we hold about you, please contact us and we will correct it.

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You have a right to object

You can object to us processing your information where we say we are doing so in our legitimate interest, direct marketing or for research and statistics.

Your right to restrict processing

You can ask us to stop further processing of your information if you think it is inaccurate, if we don't have a legitimate reason to process it, if we no longer need it but you are considering/defending a legal claim or if you have objected to the processing and we are considering whether there are legitimate reasons that override your objection.

Right to have your personal information deleted

Contact us if you wish to have your personal information deleted. Please note we may not be able to delete all or part of your personal data if it is a legal or contractual requirement to hold it e.g. financial transactions, or because we have anonymized your personal data and thus we cannot identify your information

Rights in relation to automated decision-making and profiling

Seachange does not use profiling or automated decision-making.

The care of your information

We try to take great care of your information, whether held on paper or electronically. As part of the services offered to you, the information which you provide to us may be transferred to servers within the European Union ("EU") or countries and companies designated as adequate under the General Data Protection Regulation and provide similar protection to those located in the UK.

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