

Rotherham Community Transport

Privacy Policy

Introduction

We are committed to ensuring that your privacy is protected and we strictly adhere to the provisions of the Data Protection Act and we are compliant with the EU General Data Protection Regulation (GDPR), which comes into force on the 25th May 2018.

The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure
- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

Our Privacy Policy sets out how we collect personal information from you, or how you provide us with personal information, which will be processed by us.

1. How we collect and use the information we receive from you

When you register with us via our website, or you complete a paper registration form, we will ask you to provide certain personal information, for example:

- your name
- your address.
- your telephone number
- any other information to help us provide safe transport

By submitting this information via our website, or by filling in the paper registration form this is considered your consent for us to use your personal information in accordance with our privacy policy (which may be amended from time to time).

2. How do we use this information

We process the personal data initially to assess your eligibility to use our services. If you are not eligible all information will be deleted and the paper registration form will be disposed of. If you are eligible we will enter your data you provide into our scheduling and accounting software to assist us to provide you with the services you ordered and from time to time to communicate with you on any matters relating to the provision of the services we provide.

Please note that we may also use the information you provide to us for the following purposes:

- to support, improve and develop our services in general
- for us to review and reply to your enquiry
- to provide you with updates to our services, any special or new services and any other matter we think may be of interest to you.
- to handle invoices and receipts

If you would prefer not to receive any of the above-mentioned information (or if you only want to receive certain information) from us please let us know.

3. With whom and where will we share your personal data?

We will not share, sell or distribute any of the information you provide to us unless required to do so by law. There may be times when we need to write to you about the service we provide for you, in this instance, we may share your information with a third party supplier to manage fulfilment on our behalf. Any appointed supplier will be thoroughly screened on their data protection credentials and we will ensure your data is removed as soon as any fulfilment is complete.

If you no longer wish to use our services we will anonymise all your personal details in the system, once this has been done the information cannot be retrieved.

4. How long do we keep your data ?

We will not keep your personal information for any longer than is necessary and will only retain the personal information that is necessary to enable us to provide our services to you. We are also required to retain certain information as required by law or for as long as is reasonably necessary to meet regulatory requirements, resolve disputes, prevent fraud and abuse.

5. Where is data stored ?

Protecting your security and privacy is extremely important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Act 1998. Our website is protected by various levels of security technology, which are designed to protect your information from any unauthorised or unlawful access, processing, accidental loss, destruction and damage.

6. General

If any of the information you provide to us changes, please let us know as soon as possible so that we can make the necessary changes to the information we hold for you on our database so that your records are accurate and up to date.

If you wish to make changes to, or see the information we hold on you, please let us know. We will respond to your request within 40 days of the date we received your request.

Our website may contain links to other websites. Please be aware that we are not responsible for the privacy practices of such other websites. This privacy policy applies solely to information collected via our website and registration form.

Please note that we may change our Privacy Policy from time to time. If we make any changes, these will be shown on our website and will immediately supersede any previously posted information. The major revision will be published on or around the 25th May 2018, in line with GDPR.

If you have any further queries or comments on our Privacy Policy, please send us an email to adrian.parkinsopn@rotherhamct.org.uk, or write to us at Rotherham Community Transport, 485B Fitzwilliam Road, Eastwood, Rotherham, S65 We always welcome your views about our website and our Privacy Policy.