

## Earley Volunteer Driver Bureau (EVDB)

### PRIVACY POLICY

This Policy explains when and why we collect personal information about EVDB volunteers and clients, how we use it, how we keep it secure.

#### Personal Data and EVDB

An individual's confidentiality is protected by the Data Protection Act and, from 25<sup>th</sup> May 2018, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) and the Privacy and Electronic Communications Regulations 2016 (PECR). Personal information supplied by volunteers and clients to EVDB will be kept on file and stored securely. Paper application forms from volunteers, registration forms for clients and the card index records from both will also be kept securely, or securely destroyed after processing. Volunteer and client data will be deleted once they have left EVDB. However, names of past volunteers and clients, and their reason for resigning (but no other information), will be kept for historical purposes in the locked archive cabinet drawer or on a secured database. Any paper kept at home with client information or contact details must be kept securely and when no longer needed returned to secure office storage or disposed of properly by shredding.

#### Volunteers' Personal Data

Volunteers' application forms request some Personal Data and the applicant's preferred means of communication.

- **Drivers.** These data include title, name, address, post-code, telephone and/or mobile number(s) and online email address (optional); also car model, vehicle registration, number of doors and date of DBS check. This information is required to enable communications between the Office and the Drivers, and to facilitate parking in places with automatic number plate recognition (ANP).
- **Office and Committee members.** These data include title, name, address, post-code, telephone and/or mobile number(s) and online email address (optional).

#### Client's Personal Data

The data held for clients is as follows: Title, name, date of birth, address, post-code, home telephone number (landline and/or mobile as appropriate), Wokingham bus pass number and expiry date, walking aids used (if any), whether a blue disabled badge holder, plus a record of any disabilities or issues which drivers need to know affecting the client's ability to enter/exit cars and/or to escort them safely to an appointment or destination.

In some cases personal data will also be required for a client's representative whom the client prefers the EVDB office to communicate with as well on their behalf. Name of representative, relationship to client and telephone and/or mobile number.

#### All personal data will be stored securely

#### Photographs

EVDB uses photographs on the newsletter, the website, some recruitment leaflets and the office noticeboard for publicity purposes. Photographs taken for EVDB remain the copyright of the owner, but the owner grants to EVDB the right in perpetuity to publish, display in the office and retain them, providing this is lawful and within current regulations. Volunteers and clients will be asked for permission for EVDB to use such images.

For photographs taken at group meetings e.g. AGM, Christmas party or Earley Green Fair a warning should be given at the time that these might be used for publicity purposes and anyone not wanting to be included should inform the EVDB secretary.

#### Accessibility

EVDB will not share volunteers'/committee members', or clients' information with any other company or organisation apart from secure communications with Wokingham Borough Council over the administration of the free bus pass scheme; without the explicit permission of the individual concerned unless required to by law.

All volunteers/committee members and clients have a right to access a copy of the information EVDB holds about them (a subject access request), subject to proof of identity, from the EVDB Secretary or Office co-ordinator (Telephone EVDB office (0118) 986 6980).

Volunteers, clients and committee members have a right to object to the ICO (Information Commissioner's Office) if they feel that EVDB is not handling their data in a satisfactory manner.

#### Communication

EVDB will ask all volunteers, committee members and clients to provide their consent to receive their communications electronically, in hardcopy by hand delivery or by post.

We will use a person's personal data to send newsletters and letters. Examples given below:

- **AGM (Annual General Meeting) and any SGM (Special General Meeting).** Information will be sent in

hard copy by hand delivery, post or electronically.

- **EVDB Newsletter 'Reaching Out'**. Hardcopies are generally delivered by hand, but in a few cases electronically. It is also available on our website.
- Other communications relating to EVDB activities, such as notification of events or matters that EVDB thinks will be of particular interest to volunteers and clients.

**Contact via the website.** EVDB is committed to ensuring that your privacy is protected. If you provide us with your name, email address or any other details it will only be used by EVDB for the purpose of acting upon your enquiry, comment or the information you provide. It will not be shared with a third party organisations outside EVDB. A record may be kept of your enquiry, suggestion or comment and used to make improvements to our organisation or the information that we publish.

### **Copyright**

The website and its content are copyright of EVDB except where stated otherwise. Any reproduction or redistribution of content is not allowed other than as follows:

-You may print or download content for your personal and non-commercial use only.

-You may copy the content to other individuals for their personal and non-commercial use, provided you acknowledge EVDB as the source.

-Not for profit organisations may use EVDB material with permission. Where EVDB material is used, the source should be acknowledged, for example: Photographs copyright Earley Volunteer Driver Bureau.

You may **not**, except with our permission, distribute or commercially exploit the content of the website nor post the content on another website.

**Terms of use for website.** The content of the website is for information, recruitment and interest and while every effort is made to ensure that the information is accurate and up to date, this cannot be totally guaranteed. The links to other websites have been provided in good faith, but EVDB has no responsibility for, nor has it control over, their content and EVDB does not necessarily endorse any views expressed therein. EVDB is not responsible for the privacy policies or practices of third party websites.

**Last reviewed: May 2018**

**To be reviewed annually.**

*(We acknowledge assistance from Earley Environmental Group (EEG) in drawing up this policy)*