

DATA PROTECTION POLICY (GDPR - 2018)

Service Users.

Protecting your personal information is extremely important to Castle Point Social Car Scheme (hereafter referred to as CPSCS). We are very aware that our clients, some of whom are very vulnerable, place a lot of trust in us and we will do our utmost to fulfil that trust at all times.

This is our Privacy Policy, which sets out what data we collect from you during our registration process and subsequently in written and verbal communications, how that data is stored and used and the steps we take to keep it secure within our organisation. We also utilise a data storage company for the management of our Service whose own Privacy Policy has been approved by our Trustees and copies of which are also available from our office.

THE DATA WE COLLECT:-

When completing our application form you will be asked for the following information:

Your name

Your address

Your telephone number

Your email address (if you have one)

Your age

Your gender

Any difficulties you may have in accessing transport

Any relevant details (medical or otherwise) that you think we should know to help us provide our service to you

An emergency contact name and telephone number (someone who doesn't reside at the same address as you)

All of this data is regarded as "sensitive data" and will be treated as such under the requirements of the General Data Protection Regulations 2018 or any subsequent legislation.

CPSCS will NEVER, without your express written consent, disclose this information to any external organisation for any purpose (marketing or otherwise), unless we are legally obligated to disclose it. Any data used for statistical purposes (e.g. for Big Lottery Fund reporting) will be completely anonymized before submission.

Access to our database is strictly controlled by password protection and all paper copies of forms are secured within locked offices when not in use

Castle Point Social Car Scheme Ltd
The Tyrrells Centre,
39 Seamore Avenue
Benfleet, Essex
SS7 4EX
☎: 01268 201666
E-mail: CP-carscheme@cpscs.org.uk



HOW WE USE AND MANAGE YOUR DATA:-

We use your information when you book either volunteers cars or mobility cars for individual trips or for outings on our minibuses.

When you phone or come to our office to book an individual trip our office staff will take your booking in writing showing the date, time, your name and membership number and the destination required. This information will then be passed over the telephone to the selected volunteer driver. Once the journey is agreed the information will then be uploaded on to our database and the paper record will be kept for a maximum of 3 months before it is securely destroyed by shredding. The only exception to this is when the paper copy may be kept longer than 3 months when, for instance, an accident has resulted in injury to passengers and the paper copy may be kept for investigation purposes. At the end of that investigation then the paper copy will be immediately destroyed by shredding.

Our volunteer drivers have been made aware that the information that they are given about you is regarded as “sensitive data” under the provisions of the General Data Protection Regulations and must be treated as such. We require them to ensure that the data is stored securely and destroyed as soon as is practicable.

All bookings for car or mobility car journeys are recorded in the office diary which will be kept in the Car Scheme office and will be destroyed at the end of January following the year to which the records relate.

Where you have provided us with an email address we will use that address to inform you of news from the Car Scheme, including news of trips and outings on our minibuses.

Communications through the internet cannot be regarded as secure, although we make every effort to ensure that our communications are virus free. You should ensure that you have a fully updated data security check on your device.

When booking an outing on the minibuses similar details are taken and the pick-up list is prepared by the office staff and handed to the minibus driver. Again, we require the drivers to treat this as “sensitive data” and ensure that the journey sheet is not left on show on the minibuses and is returned to the office immediately upon completion of the return journey, where the information will be uploaded on to our database and then the paper copy will be securely destroyed by shredding.

If we are notified that a member of the scheme has terminated their membership for whatever reason, all data held will be immediately deleted from the database. Should the member subsequently wish to re-join the Scheme then a fresh application will need to be made.

*A Company Limited by Guarantee no. 03745415
Community Transport Association Member no.39633
Registered Charity no. 1076007*



*Board of Trustees:
Mr D Patterson (Chairman), Miss P Tait, Mr M Joiner, Mrs J Sullivan, Mrs J Donovan, Miss C McCarthy*

Patron: Rebecca Harris MP

Transport Manager: Mrs J Middleditch

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Employees and Volunteers

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THE DATA WE MAY HOLD:-

Your name

Your address

Your telephone number

Your email address (if you have one)

Your age

Your gender

Your bank details (employee only)

Your National insurance number and other documentation which is used to identify you.

Your driving licence details

Your vehicle registration documents

An emergency contact name and telephone number (someone who doesn't reside at the same address as you)

All of this data is regarded as "sensitive data" and will be treated as such under the requirements of the General Data Protection Regulations 2018 or any subsequent legislation. CPSCS will NEVER, without your express written consent, disclose this information to any external organisation for any purpose (marketing or otherwise), unless we are legally obligated to disclose it. Any data used for statistical purposes (e.g. for Big Lottery Fund reporting) will be completely anonymized before submission.

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HOW WE USE AND MANAGE YOUR DATA:-

We hold your information when you volunteer or work for CPSCS.

Your information will be passed to a 3rd party payroll company whose own Privacy Policy has been approved by our Trustees and copies of which are also available from our office.

Your data is used solely for the purpose of employment with CPSCS and will not be shared with anyone other than those already stated.

On termination of your involvement with the Car Scheme only the information required to be held for HM Revenue and Customs will be held or stored. All other data will be securely shredded.

Signature of person responsible for policy:-

Print name Dave Patterson

Signature

Position

Chairman

Date

18.07.26

Date of Next Review

JULY 27