

## **Data Privacy Notice**

This privacy notice explains how Alton Community Care (ACC) intends to process the personal information of its clients and members, and also specifies the rights of these individuals with respect to their personal information. The EU's General Data Protection Regulation (GDPR), which came into force on 25 May 2018 provides the basis for this notice.

### **Your Personal Information**

For our clients, who request the service of ACC to provide transport to medical appointments, we record data as necessary to provide this service, that is:

- Name, address, telephone number and any special requirements (walking frame, wheelchair etc).
- Contact details of a relative or friend in case of emergencies.
- Financial contributions, including Gift Aid, as required by financial regulations.

Details of the retained personal information of ACC members can be found in the data protection policy in the members section of CAREOCA. "Your Rights" below apply equally to members as well as to clients.

### **Processing Your Personal Information**

ACC complies with our obligations under GDPR by keeping your personal information up to date; by storing and destroying it securely either manually or electronically; by not collecting or retaining excessive amounts of personal information; by protecting personal data from loss, issue, unauthorised access and disclosure, and by ensuring that processes are in place to protect your personal information.

For this processing, the legal basis is that the information is required in order to provide the service which you have requested. As such, there is no legal requirement for you actively to give your consent for your personal data to be processed.

### **Sharing Your Personal Information**

Your personal information will be treated as confidential by ACC and will only be shared with ACC members (drivers and co-ordinators) as necessary for them to carry out their duties. Except in an emergency, ACC will not share your personal information with third parties without your express permission.

### **Retaining Your Personal Information**

ACC will keep your personal information for as long as you are one of our clients.

### **Your Rights**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal information:

- The right to request a copy of the personal information that ACC holds about you;
- The right to request that ACC corrects any inaccurate or out of date personal information;
- The right to request that your personal information is erased where its retention is no longer necessary;
- The right to request that a restriction is placed on further processing, in the event of a dispute over the accuracy or processing of your personal information;
- The right to object to the processing of personal information;
- The right to lodge a complaint with the Information Commissioner's Office.

### **Contact Details**

To exercise your individual rights under the GDPR, or to get in touch with any queries of complaints, please contact ACC on 01420 541520. Alternatively, you can contact the Information Commissioner's Office on 0303 123 1113.