



PRIVACY POLICY

The privacy and security of your personal information is extremely important to us. This privacy policy explains how and why we use your personal data, to make sure you stay informed and can be confident about giving us your information.

Walsall Community Transport (WCT) is a non-profit voluntary organisation, but endeavours to comply with the principles of the Data Protection Act (DPA) 1998, and the General Data Protection Regulation (GDPR) of May 2018.

- **Individual Registration Form** - we collect information to establish if you are eligible to use our Community Transport services which include the People to Places and Door to Door Shopper Bus. We also collect your contact details to enable us to contact you once we have reviewed your application.
- **Group Registration Form** - we collect information to establish if your group is eligible to use our Community Transport vehicles. We also collect your contact details to enable us to contact you once we have reviewed your application.
- **Group Booking Form** - we collect information about the trip your group wishes to make with our Community Transport vehicles. We collect information about the requirements of your passengers to ensure we provide you with suitable vehicles.
- **Training Request Form** - we collect your contact details and ask you to identify which of our courses you are interested in. We ask you to identify if you have any special requirements in order to ensure our courses are fully accessible.
- **Volunteer & Employment Application Form** - we collect information about the roles you are interested in and the time you may be able to offer. If you are interested in a role that involves driving we also request information about your experience and qualifications. We also collect your contact details to enable us to let you know what opportunities we have available.

You can access all your personally identifiable information that we collect by contacting us on 01922 685555 or send us an email to enquiries@walsallct.org.uk

Keeping Information Safe

We will not leave material containing personal data where it can be seen by visitors or unauthorised staff.

Filing cabinets containing personal data will be locked at times when access is not directly supervised.

Offices and desk draws in which confidential information is stored will be locked at times when they are not in use.

Our computer booking package will not be left open when unattended. To gain access to this and any other information held on computer personal passwords are required. Under no circumstances will confidential information be sent by email.

All information such as individual passenger information and route lists used on vehicles will be given to road staff on the day of travel and then kept securely on the vehicle until they are removed at the end of each shift by staff and returned to the office. All route sheets will be counted back into the office and then securely stored for 6 months before being shredded.

How We Use The Information We Collect

We receive funding from various bodies to provide our services and we are required to check that individuals and groups are eligible to receive our support. We do not share individual records that you provide in your application with any third parties. We are required to analyse data on our entire customer base and provide monitoring reports to the organisations that provide us with funding. We will not identify any individual records in these monitoring reports. We never use or share the personally identifiable information provided to us online in ways unrelated to the ones described above without also providing you an opportunity to opt-out or otherwise prohibit such unrelated uses

Exceptions to the Rule

We will always make every effort to gain consent before sharing information but Health & Safety takes precedence over the right to confidentiality in exceptional circumstances.

1. Putting others at risk
2. Prevention of risk to personal or public health
3. Legal obligations to provide information to court / police or disclosure to appointees.

If, at any time, you want to update or amend your personal data, you can do so by writing to the Manager at WCT.