

Privacy Policy

1. Introduction

GDPR takes effect from 25 May 2018. Data Protection legislation places a duty on organisations to be fair, transparent and accountable and to ensure that all data they handle or store is up to date. It covers everyone about whom we keep personal data which refers to any information that could identify, or relates to, an individual. This might include information we hold on our Trustees, Employees, Volunteers, Passengers, Supporters or other contacts.

The regulation requires organisations to register with the Information Commissioners Office (ICO) unless they are exempt. Under these rules Wiveliscombe Area Partnership does meet the necessary criteria as a 'Not for Profit Organisation' and is, therefore, exempt from registering with the Commissioner's Office.

The legislation governs the processing of personal data including 'personal sensitive data', requires organisations to comply with eight data protection principles and allows Employees and other service users to see the personal data held on them upon request.

Every organisation should have a written policy and procedures that are specific to their context about how they handle personal data and enact privacy principles. There are financial and reputational risks associated with failure to comply with GDPR so it is important to make sure that our organisation and, in particular, the Board of Trustees are aware of these changes in the law and support work to ensure compliance.

Wiveliscombe Community Office & Wivey Link

2. What Information do we collect

We need to collect information from our passengers to create a client record so that Wivey Link can pick them up from their correct address in a safe and efficient manner and to ensure they are kept up to date with news about our service. This will include personal details such as their name, address, date of birth and medical requirements so that the most suitable car can be used for any booked journeys. We will also hold details such as Next of Kin information in case of emergencies and Bus Pass numbers so that we can comply with the legal obligations imposed by Somerset County Council for Community Transport organisations.

3. Why we use Information

The use of personal information is necessary to perform the "contract" we have with our passengers. We use the application form completed by the passenger as an expression of a 'Legitimate Interest' in our service and, as such, we will provide them with appropriate transport when possible and keep them updated with the WAP & Wivey Link news.

We have a duty to take into account fraud prevention and detection and any legal requirements but a person may withdraw their consent for us to use their personal details at any time. This can be done by phoning, emailing or writing to the Community Office, contact details at the end of this policy.

4. Information Security

We work hard to keep data safe and secure. We use an appropriate combination of technical and organisational measures to ensure, as far as reasonably possible, the confidentiality, integrity and availability of personal information at all times. We will not sell personal information to third parties and will only use it for the purposes for which it was originally supplied. If any person has a security related concern then they should contact us using the contact details at the end of this policy.

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5. **Access to personal information and correction**

Individuals have a right to request a copy of the information we hold about them. If this happens we will provide them with the information asked for within one month of receiving a request and verifying the identity of the individual concerned.

Individuals also have a right to contact us if they believe the personal information we hold is incorrect or if they believe that we are no longer entitled to use their personal data.

6. **Retaining Data**

Wiveliscombe Area Partnership and Wivey Link and the information we collect and hold are subject to various regulatory and legislative requirements. We will endeavour not to keep personal information for longer than we have to for us to fulfil our obligations to our passengers and customers. Where it is not possible for us to delete information we will ensure the appropriate security and organisational measures are put in place to protect the use of data. Any information deleted will be securely destroyed.

7. **Complaints**

We will work hard to ensure that personal information is treated safely and securely. If any person would like to discuss anything in relation to their personal details we hold or have a complaint they should write to us using the contact details at the end of the policy.

10 Parishes Festival & Street Market

8. The same principles above generally relate to both of these occasions. The 10 Parishes Festival takes place on a biennial basis with the Street Market taking place annually each September. Records of Traders and Supporters are kept for the purposes of organising each event.

9. If people have already given their details for the purposes of the 10 Parishes then they do not need to opt in afresh. WAP will not change the original purpose for which the information was supplied and we will not hold details for any other purpose such as trying to sell things. Data will be held solely for the purposes of the 10 Parishes.

10. Should any of the stall holders or other participants wish to opt out (or 'unsubscribe') from the contact list/database held on the 10 parishes file they have the right to withdraw their consent at any time by phoning, emailing or writing to the Community Office; contact details at the end of this policy.

11. **Contact Details**

Wiveliscombe Area Partnership
Wiveliscombe House
The Square
Wiveliscombe
Somerset TA4 2JT
Tel: 01984 624777 or Email: communityoffice@wiveliscombe.com