

Privacy policy

Last updated 01 November 2018

This policy explains how Bromyard Community Transport collect, manage, use and protect your personal data. Put simply, we will not store any of your personal data unless you explicitly give it to us and understand that we are storing it.

We'll update this privacy policy to reflect legislation and our current activity. You can check when it was last updated by the date posted at the top of this page.

1. Who we are

In this policy 'we' or 'us' refers to Bromyard Community Transport.

Bromyard Community Transport was registered in 1996 and has been providing transport solutions to individuals and groups in Bromyard, Herefordshire ever since. It is a not for profit organisation and a Registered Society (28386R).

2. What we collect

We collect basic personal data about you like your name, postal address, telephone number and email address. This might be to register you as a member with us or keep in touch about your bookings. If we want to use this information to send you marketing or communications, we'll ask you first.

Sometimes we will collect other information about you such as your date of birth, travel needs or mobility issues; this is to help us with processing your booking, improving our service or collating information for anonymous reporting to funders or partners. We'll be really clear when we're asking for this information. You don't have to disclose any of this information to visit our website, but we may not be able to provide you with certain services without it.

We will ensure that all personal information supplied is held securely in accordance with the General Data Protection Regulation (EU) 2016/679, as adopted into law of the United Kingdom in the Data Protection Act 2018. Further, by providing telephone, fax and email details, you consent to us contacting you using that method.

Marketing and communications

We want to keep in touch with people interested in our services. With your consent, we will store your personal data to provide you with information, updates and promotions about us.

If you've provided your details to us for another reason, and have asked not to be contacted with marketing and communications, we'll store your details with an explicit reference not to contact you in this way.

3. How we collect your information

We collect your personal information in a number of ways:

- When you provide it to us directly, e.g. through an online form, via email or over the phone.
- When you provide permission to other organisations to share it with us (including via social media such as Facebook or Twitter).
- When we collect it as you use our websites or apps.
- When you have given it to a third party and you have provided permission to pass your information on to us.
- From publicly available sources.

When you give permission for organisations to share your data, you should check their privacy policies to understand how they will process your data.

4. Online forms

We use online forms to process bookings and enquiries. When you submit your information to us through a form on our website you are consenting to us storing your information for these purposes. The details you provide are sent to us securely. They are not stored on the website.

5. Sharing your information with third parties

We will never sell or rent your personal information to other organisations.

We might share relevant parts of your information with agents and contractors approved by us in the following circumstances:

- When we use other companies to provide services on our behalf, e.g. processing, web design, graphic design, mailing or delivering orders, answering customers' questions about products or services, sending mail and emails, customer analysis, assessment and profiling, when using auditors/advisors or processing credit/debit card payments.
- If we receive a complaint about any content you have posted or transmitted to or from one of our sites.

- If we run an event in partnership with other named organisations. We will be very clear what will happen to your data when you register
- If we merge with another organisation to form a new entity.
- We may share statistics about our site visitors, supporters, customers and sales to describe our services and operations to prospective partners, advertisers and other reputable organisations but these statistics won't include any personally identifying information.
- We disclose information to third parties or individuals when obliged to by law, for purposes of national security, taxation and criminal investigations and for other lawful purposes.
- We disclose information to safeguarding boards in cases where a safeguarding concern or alert is required, in line with safeguarding legislation.

The personal data we obtain is processed by our staff in the UK. However, for the purposes of IT hosting and maintenance, some file exchange and storage, and email marketing, your information may be situated outside of the European Economic Area (EEA). This will be done in accordance with guidance issued by the Information Commissioner's Office. For third parties which we currently use and who store your data outside of the EEA, details are provided below:

Google

We carry out some of our work on Google drive. Information inputted on Google drive is stored in secure data centres.

We use Google accounts and other products on Google to help us run efficiently. Google has a privacy policy which you can read via the following link <https://safety.google/privacy/>

Cookies and Google Analytics information is covered in point 8.

We will keep you informed of any other services, systems or data management providers like the above that we might use in the future.

6. Legitimate interests

There are a number of lawful reasons that mean we can use (or 'process') your personal information. One lawful reason is something called 'legitimate interests'. Broadly speaking Legitimate Interests means we can process your personal information if:

We have a genuine and legitimate reason.

and

We are not harming any of your rights and interests.

7. Retaining your information

We will not retain your personal information longer than necessary. We will hold onto the information you provide either while your account is in existence, or as needed to be able to provide the Services to you.

If you decide to unsubscribe from communications with us, or you stop using our services, we may retain some basic information to avoid duplication and so that we stop sending you unwanted communications.

8. Cookies and Google Analytics

We use cookies on our website. Cookies are small files placed on your computer or machine's hard drive, or in your browser memory, when you visit our website. We place them there to improve your user experience of the site. Many websites use cookies and do so to improve the user experience by enabling that website to 'remember' you, but not identify you.

We also use Cookies to inform Google Analytics. Google Analytics logs details of visitor behaviour patterns. This information is processed in a way which does not identify anyone.

You can choose to disable cookies through your browser and you can opt out of being tracked by Google Analytics across all websites at <http://tools.google.com/dlpage/gaoptout>

9. Emails sent to us

Any email sent to us, including any attachments, may be monitored and used by us.

Email monitoring or blocking software may also be used. Of course, you have a responsibility to ensure that any email you send to us is within the bounds of the law.

10. How to contact us

You have the right at any time to find out if we hold any of your personal information, you can request a copy of the information we hold, make changes to it or ask for your data to be deleted. This must be done in writing and addressed to:

Data Protection Officer
Bromyard Community Transport
1 Rowberry Street
Bromyard

Herefordshire
HR7 4DU

Once this has been done, we have one calendar month to deliver this information to you.

You can contact us at any time to ask us questions about our privacy policy on:
info@gobct.org.uk or 01885 488452