

Data Management, Privacy and Confidentiality Policy

1. Policy Statement

Registered charity Wyre Forest Dial-A-Ride, t/a Wyre Forest Community Transport (WFCT), is committed to processing data in accordance with its responsibilities under the General Data Protection Regulation (GDPR). As per Article 5 of GDPR, personal data shall be:

- Processed lawfully, fairly and transparently.
- Collected for specified, legitimate purposes.
- Adequate, relevant and limited to necessity.
- Accurate and updated when necessary.
- Retained only as long as necessary.
- Securely processed to prevent unauthorised access or loss.

The policy will be reviewed annually by the **Board of Trustees**.

2. General Provisions

- This policy applies to all personal data processed by WFCT.
- The **Chief Officer** as the Responsible Person shall oversee its compliance.
- WFCT staff and volunteers will be briefed about data management during their induction.
- Wyre Forest Dial-A-Ride is a charity registered with the Information Commissioner's Office (ICO).

3. Security and Breach Handling

- Personal data will be stored securely.
- Access will be limited to necessary personnel.
- Data deletion shall be done securely.
- In case of a security breach, WFCT will assess risks and report to ICO if required.

4. Information Collection

WFCT collects personal information including:

- Name and job title.
- Contact details (address, email, phone no., emergency contact details).
- Medical information relevant to providing our services
- Driving details and records (eg volunteers' vehicle MOTs and insurance).

5. Usage of Information

Collected data is used for:

- Internal record keeping.
- Service improvements.

- Communications.

6. Security Measures

We implement suitable safeguards to protect collected data from unauthorised access or disclosure.

7. Cookies and Website Tracking

We use cookies to analyse web traffic and improve user experience. Users can opt-out by adjusting browser settings.

8. Third-Party Links

Our website may contain external links; however, we are not responsible for their privacy policies.

9. Controlling Your Data

- Personal data will not be shared without consent, except when required by law.
- Data will be deleted within 18 months of an individual ceasing to be a service subscriber or volunteer.
- Data on staff and trustees will be deleted after 6 years.
- Any data required for accounting or tax purposes will be held for 6 years.

10. Individual's Rights

All individuals whose data we hold have the following rights;

- To be informed - Individuals have the right to be informed about the collection and use of their personal data. This policy statement is us informing you of data collection and our purposes for processing your personal data.
- Rectification - Individuals have the right to require us to rectify any inaccurate personal data held. You may request updates to your data, addressed to the **Chief Officer**
- Access - Individuals have the right to access their personal data.
- Erasure - Individuals have the right to delete all data that we hold, but only if it is no longer necessary in relation to the purpose for which it was collected. This can be achieved by contacting **Chief Officer**.

More information on your rights can be found at knowyourprivacyrights.org and on the Information commissioner's office (ICO) website <https://ico.org.uk/for-the-public>

11. Confidentiality

Guidelines

- WFCT staff, volunteers and Board of Trustees are expected to maintain confidentiality regarding organisational, staff, volunteer, and member-related information.
- Confidentiality may be breached only in cases of risk of serious harm, abuse, or criminal offenses. Such cases should be reported to the **Chief Officer** or **Chair of Trustees**.

- The law on whistleblowing does not contradict this policy.
- All staff and volunteers will be trained on confidentiality during induction.
- Violations of confidentiality will be treated as a disciplinary issue.

Records Management

- Personal and organisational information is subject to GDPR.
- Individuals have the right to access their personal records.
- Staff involved in external decision-making bodies must declare conflicts of interest.
- All personal data is securely stored in locked cabinets or on protected electronic databases.

Approved by Trustees: June 2026
Review Due: June 2027