



## Privacy Notice

### Introduction

“Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, email address, or address). Identification can be directly using the data itself or by combining it with other information which helps to identify a living individual. The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the General Data Protection Regulation (the “GDPR”) and other legislation relating to personal data and rights such as the Human Rights Act.

### Who are we?

This Privacy Notice applies to personal information collected from clients and volunteers for the operational use by Shinfield Voluntary Car Service (SVCS). Shinfield Voluntary Car Service is the data controller for your data.

### Information Collected

A description of what personal data SVCS processes and for what purposes is set out in this Privacy Notice.

The Car Service will process some or all of the following personal data where necessary to deliver its service:

- Names, titles, and aliases;
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant to the services provided by SVCS, or where you provide them to us, we may process information such as year of birth;
- The personal data we process may include sensitive or other special categories of personal data such as information obtained from the Disclosure and Barring Service and Driver Training.

### Usage and Storage of Personal Data

The Car Service will comply with data protection law. This says that the personal data we hold about you must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data, to protect personal data from loss, misuse, unauthorised access and disclosure.



## We use your personal data for some or all of the following purposes:

- To confirm your identity to provide our service;
- To contact you by post, email, telephone;
- To carry out comprehensive safeguarding with the aim of ensuring that all users and members of the Car Service are protected from harm and injury, to the utmost of our ability;
- To seek your views, opinions or comments;
- To notify you of changes to our services or upcoming events;
- To allow the statistical analysis of data so we can plan the provision of services.

## How long do we keep your personal data?

We will keep some records permanently if we are legally required to do so. We may have legal obligations to retain some data in connection with our statutory obligations as a registered charity. SVCS is permitted to retain data to defend or pursue claims. In some cases, the law imposes a time limit for such claims (for example 3 years for personal injury claims). We will retain some personal data for this purpose, so long as we believe it is necessary to be able to defend or pursue a claim. In general, we will endeavour to keep data only for as long as we need it.

This means that we will delete it when it is no longer needed.

## Your rights and your personal data

You have the following rights with respect to your personal data:

When exercising any of the rights listed below, to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

- The right to access personal data we hold on you;
- At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request we will respond within one month;
- There are no fees or charges for the request of data;
- The right to correct and update the personal data we hold on you;
- If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated;
- The right to have your personal data erased;
- If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold;
- When we receive your request, we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation);



# Shinfield Voluntary Car Service

Registered Charity Number: 1152423



- The right to object to processing of your personal data or to restrict it to certain purposes only;
- You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data;
- The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained;
- You can withdraw your consent easily by telephone, email, or by post (see Contact Details below);
- The right to lodge a complaint with the Information Commissioner's Office:
  - You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

## Further processing

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

## Changes to this notice

We keep this Privacy Notice under regular review and we will place any updates on [www.shinfieldvoluntarycarservice.org](http://www.shinfieldvoluntarycarservice.org)

This Notice was last updated October 2024.

## Contact Details

Please contact us if you have any questions about this Privacy Notice or the personal data we hold about you or to exercise all relevant rights, queries or complaints at:

Shinfield Voluntary Car Service

**Email:** [shinvol@gmail.co.uk](mailto:shinvol@gmail.co.uk)