

# Privacy Notice

Coronavirus (Covid-19)



This Privacy Notice is designed to help you understand how and why Tadcaster Volunteer Cars & Services Association (TVCSA) processes your personal data in relation to the Coronavirus (Covid-19).

## **New General Data Protection Regulations**

In 2018, a new Data Protection act came into force. It is called The General Data Protection Regulations (GDPR). TVCSA is a “Data Controller” as defined by Article 4(7) of the GDPR and we hold and process data of users of our services.

The contact details for data protection queries are:

Data Protection Officer  
Tadcaster Volunteer Cars & Services  
12-14 Westgate  
Tadcaster  
LS24 9AB  
01937 835600

## **Why do we hold Data?**

There is some data which we obviously have to hold to provide you with a service. For example, we cannot ring you to discuss bookings if we do not have your phone number or send a Driver to transport you or make deliveries if we do not hold your address.

Some data may be less obvious from your perspective but we have to hold for legal reasons. For example, we have to be able to prove the number of miles a driver travels in a year because there can be a tax implication above a limit set by HMRC. We therefore keep records of mileages against individual journey records, including yours.

Other information such as client’s ages, medical information, etc can be helpful to support our long term clients but are not recorded for Coronavirus (Covid-19) clients, who are only expected to be transitory users.

Coronavirus (Covid-19) specific information is collected and processed by North Yorkshire County Council to meet its responsibilities towards good public health and individual health. For information on personal data held regarding Covid-19 issues we refer you to NYCC’s data policies.

### **What personal information do we collect?**

We hold only the information we need to contact you and for drivers to collect find you to provide assistance.

Name,  
Address,  
Telephone Number,  
whether you have your own Blue Badge,  
Booking Comments.

Comments may, for example, provide instructions on how to find your house, any restrictions on the types of vehicle you can use or what type of music/DVD you like in entertainment packs.

### **How we use your Data (the legal bits!)**

TVCSA looks after the personal data of its Clients in a computerised booking system on local computers. Access to the records are via a two-tier password arrangement and they are stored in an encrypted drive. Even if the computers were lost or stolen, it would not be possible for your personal data to be accessed. No personal data is stored on third party servers or cloud based systems.

TVCSA does not provide your personal data to anyone outside the Association for any purpose whatsoever and we never sell our data to others. We do provide statistical reports to North Yorkshire County Council on how many journeys are delivered and the postcode coverage of the service, but all personal identifiers for both Clients and Drivers are automatically removed from the data.

The computer system automates and speeds up record keeping and statistical reporting. It is not used to make automated decisions on journey availability and it is never used for any form of marketing.

You have the right to withhold permission for us to hold your data or to change your mind and withdraw your permission at a later date.

Data will normally be held for up to ten years, as required under the legal requirements for keeping business and tax records. At the end of our record retention period, your data will be securely destroyed so it cannot be retrieved. If you withdraw your permission on records we already hold then we will securely destroy any records we hold other than those we are legally obliged to retain for other purposes, such as tax records.

### **Do you have any questions?**

If you have any questions, or would like a copy of the personal data we hold on you please call the office and one of our administrators will be happy to help.