

Basingstoke Community Transport

Privacy Policy

This privacy policy applies between you the user and Basingstoke Community Transport (BCT) and applies to any and all information provided by you in relation to your use of our services.

The privacy policy should be read alongside and in addition to our Terms and Conditions which can be found on our website, www.bct.me.uk or by request from our office in Church Street, Basingstoke

Please read this privacy policy carefully:

Definitions and interpretations

1. In this policy the following definitions are used

Data	Collectively all information provided by you either via our website, in writing or over the telephone and covered where applicable by the Data Protection Law
Data Protection Law	Any applicable law relating to the processing of personal data, including but not limited to the Directive 96/46/EC (Data Protection Directive) or the GDPR and any national implementation laws, regulations and secondary legislation for as long as the GDPR is effective in the UK
GDPR	The General Data Protection Regulations (EU) 2016/679
BCT	Basingstoke Community Transport, an Independent Registered Friendly Society operating under The Industrial and Provident Society Act 1965. Operating from Chute House, Church Street, Basingstoke, RG21 7QT
User	Any individual or organisation working on behalf of an individual or group of individuals

2. In this policy unless the context requires a different interpretation:

- a. The singular includes plural and vice versa.
- b. A reference to a person includes firms, companies, government entities and the like.
- c. “Including” is understood to mean “Inclusive without limitations”.
- d. Reference to any statutory provision includes and modifications or amendments of it.

Scope of this privacy policy

3. This privacy policy applies only to the actions of BCT and to affiliated members of BCT. Any outside organisation requesting data from you regarding you patronage of BCT is not covered in this policy
4. For purposes of the applicable Data Protection Law, BCT is the “Data Controller” and therefore determines how and in what manner your data is processed

Data collected

5. We may collect the following data which includes personal data such as
 - a. Names
 - b. Date of Birth
 - c. Gender
 - d. Address
 - e. Contact information such as email or telephone numbers
 - f. Any disabilities that we may need to know about such as walking aids including wheelchairs
 - g. Next of Kin details in case of emergency. Please note you must have permission from your Next of Kin to provide us with this information

How we collect data

6. BCT collect data in the following ways
 - a. When you contact us through emails, telephone calls or direct
 - b. When you use our services directly or indirectly through a group or organisation
 - c. From visiting our website
 - d. From outside organisations working on your behalf

How we use your data

7. Your data is used in our database to keep records of the numbers of affiliated members and to give you a more positive and better contact with us
8. We use your data to improve our services to you and to ensure the correct transport is used to meet your needs
9. When registering with us, the information you supply is used to establish a contract between you the user and ourselves, to show that you have agreed to our terms and conditions and our privacy policy

Who we share your data with

10. BCT will not share your personal details with any outside organisation except where we feel that it is imperative for your safety or well-being
11. Where there is a need to contact an outside organisation such as Adult Services or the Police the information passed to them will be minimum such as name and address and our concerns for contacting them. Under “your rights” you can object at any time to us passing such information onto these agencies without it affecting your rights to affiliate

Keeping data secure

12. We use technical and organisational measures to ensure your data is protected, such as
 - a. Access to our database is controlled by several passwords and has an auto-timer to turn off should our staff member be interrupted
 - b. Up to date Anti virus software is used on each terminal to prevent data hacking from unscrupulous outsiders
 - c. Data is stored on a secure server within the organisation and not “In the cloud”

Data Retention

13. Unless a longer retention period is required or permitted by law, we will only hold your data on our systems for a period necessary to fulfil the purposes outlined in this policy or terms and conditions or until such times as you request your data to be deleted
14. Even if we delete your data from our database, any data stored in archives or backups will remain for legal, tax or regulator purposes which normally expires after 10 years and which point the archives and backups will automatically be deleted

Your Rights

15. You have the following rights in relation to your data
 - a. Right to Access – You have the right to request a copy of any information we hold about you at any time or that we modify, update or delete such information. You will not be charged to obtain this information unless your request is manifestly unfounded or excessive or we ourselves incur charges such as postage
 - b. Right to Correct – You have the right to have your data rectified if it is inaccurate or incomplete
 - c. Right to Erase – You have the right to request that we delete or remove your data from our systems (see 14 above)
 - d. Right to Restrict – You have the right to restrict how we use your data
16. To exercise your right or make enquiries of “Your rights” as set out above please email andy_bct@hotmail.co.uk or telephone our office on 01256 320501
17. If you are not satisfied with a complaint you make or a request you make is not met by us you can refer the matter to the Information Commissioner’s Office, contact details can be found at <https://ico.org.uk>
18. It is important that the data we hold about you is accurate and current. Please keep us informed of any changes.

General

19. If any court or competent authority find that any provision of this privacy policy or any part provision to be illegal, invalid or unenforceable then that provision or part of will be deleted but will not render the remaining parts or provisions of this policy invalid
20. Basingstoke Community Transport reserve the right to change part or all of this policy at any time if deemed necessary to comply with any new or altered legislation by the government of the United Kingdom or any authority with powers to do so and continued use of our service by you, will be deemed as acceptance of these changes