

## **The Driving Force Data Protection and Privacy Policy**

The Driving Force promises to respect any personal data you share with us, or that we receive from other organisations and keep it safe. We aim to be clear when we collect your data and not do anything you wouldn't reasonably expect. Here we tell you what we will and will not do with your information.

### **This policy includes:**

- what personal data we collect and how we use it
- where we collect information about you from
- how we keep your data safe and who has access
- keeping your information up to date
- right of access and correction of your information.

If you have any questions, comments or suggestions, please let us know by contacting The Driving Force, Registered Charity number SCO36792

Antonine Medical Practice, Larbert Road, Bonnybridge FK4 1ED

[bdthedrivingforce@gmail.com](mailto:bdthedrivingforce@gmail.com)

The current GDPR officer is listed on the website.

### **What personal data we collect and how we use it**

If you support us, for example by making a donation, signing up for an event or attending a fundraising event, we will may collect your name and contact details, including the way you prefer to be contacted.

Donations are processed by committee members and the bank. If you decide to give or fundraise via a site such as Just Giving that site will have access to your data.

We will mainly use your data to:

- provide you with the services, newsletters or information you asked for
- administer your donation or support your fundraising, including processing gift aid
- understand how we can improve our services, products or information
- we may use it to keep a record of your relationship with us
- in future we may use it to manage your marketing preferences.

### **Information held on volunteers**

The following information is held on each volunteer:

Name, E-mail address (where applicable), telephone number, mobile number (where applicable) postal address and PVG disclosure number (where applicable-all disclosure certificates received are shredded/burnt once they have been checked). For drivers MOT, DVLA and insurance information is checked and updated annually. This is so volunteers can be contacted, and we can ensure all volunteers who need to have PVG disclosure, a current driving license and cars which are used to transport clients are road worthy and insured.

All volunteers are given a full copy of volunteers' contact details. PVG details are shared by the management committee and volunteer coordinator only. Updated lists of contact details are sent out periodically so volunteers can contact each other.

The only use made of this information is to contact members with information about the day to day work of The Driving Force, meetings, useful information, requests etc.

The committee will use the blind copy address list for the full membership so that if any members' computer is hacked, or if an e-mail falls into the wrong hands, the only address visible is that of the sender, the chair and any copied persons. We never share volunteer's information with any other organisation. If other organisations request information to be shared this will always send it out to volunteers on their behalf.

When someone ceases to volunteer with The Driving Force their information will be deleted from our databases unless they still wish to be contacted and kept informed with what we are doing.

Volunteers are asked to sign and date to say that they agree to this information being held for these purposes.

### **Information held on clients**

For clients the **information stored** is their postal address, contact phone number and email address if they wish to be contacted by email, along with details of their treatment dates. This allows us to arrange transport or therapies for them. It may be used to inform them about Driving Force developments. No medical information is stored.

Using the charity means you have cancer or receive dialysis. We know this is sensitive information; everyone who works with The Driving Force is very aware of this. We have very strict guidelines on confidentiality for all volunteers, this includes confidentiality concerning all medical information. Our driver guidelines cover social media and discussion between volunteers and their friends and family. No personal details should ever be disclosed.

We have a **complaints policy**. If you have a complaint about, or any issue with, The Driving Force please contact us at Antonine Medical Practice, Larbert Road, Bonnybridge FK4 1ED, by email at [bdthedrivingforce@gmail.com](mailto:bdthedrivingforce@gmail.com) or contact a member of the committee or a coordinator.

All data is held on password protected computers/laptops.

Data will be held only while it is relevant and correct. Client's names will be kept so we can audit the number of people we have helped.

No data is passed to, or shared with, any other organisations. This is a charity service and we do not request money from our clients either for the service or by fundraising.

### **Direct Marketing**

With your consent, we may contact you to let you know about the progress we are making and to ask for financial and non-financial support. We make it easy for you to tell us how you want us to communicate, in a way that suits you. Our forms have clear marketing preference questions and you will only be contacted about the information you have consented to receive. If you don't want to hear from us, that's absolutely fine, please just get in touch to let us know and we will make sure your wishes are followed.

We do not sell or share personal details to third parties for any purpose whatsoever.

### **Where we collect information about you from**

We collect information in the following ways:

- When you give it to us directly: you may give us your information in order to sign up for one of our events, make a donation, or communicate with us.
- When you give it to us indirectly: your information may be shared with us by independent event organisers; for example, the Stirling Marathon, or fundraising sites like Just Giving or Total Giving. These independent third parties will only do so when you have indicated that you wish to support The Driving Force and with your consent. You should check their Privacy Policy when you provide your information to understand fully how they will process your data.
- Depending on your settings or the privacy policies for social media and messaging services like Facebook, WhatsApp or Twitter, you might give us permission to access information from those accounts or services.
- You may also provide permission for third party organisations to share your data with other third parties, including charities. You may do this when you buy a product or service, register with a website that runs competitions or register with a comparison site.

The information we get from those services depends on your settings or the responses you give, so you should regularly check them.

In future we may collect this information as you use our websites or apps.

Like most websites, we use 'cookies' to help us make our site - and the way you use it - better. Cookies mean that a website will remember you. They're small text files that sites transfer to your computer (or phone or tablet). They make interacting with a website faster and easier - for example by automatically filling your name and address in text fields.

In addition, the type of device you're using to access our website or apps and the settings on that device may provide us with information about your device, including what type of device it is, what specific device you have, what operating system you're using, what your device settings are, and why a crash has happened. Your device manufacturer or operating system provider will have more details about what information your device makes available to us.

The website uses a cookie for Google Analytics. It does not capture or store personal information, but merely logs the user's IP address which is automatically recognised by the web server. This is used to record the number of visitors to our site and volumes of usage. For more information about Google Analytics visit the [Google Analytics website](#).

If you do not wish to accept cookies on to your machine you can disable them by adjusting the settings on your browser. However, this may well affect the functionality of the The Driving Force website.

### **How we keep your data safe and who has access**

We ensure that there are appropriate technical controls in place to protect your personal details; for example, they are held on password protected devices.

We undertake regular reviews of who has access to information that we hold to ensure that your information is only accessible by appropriately trained staff, volunteers and contractors.

We may need to disclose your details if required to the police, regulatory bodies or legal advisors.

We will only ever share your data in other circumstances if we have your explicit and informed consent.

**Keeping your information up to date, complaints and applications to see/change data.**

You have the right to know what we know about you, make changes or ask us to stop using your data.

You have the right to complain about the use of your data. If you feel that your information has been mis-used please tell us in writing. We take privacy issues very seriously and will investigate and respond as soon as possible. There is obviously no charge for this.

If your details are stolen or there is any breach, for example it is sent to the wrong people, The Driving Force has a responsibility to inform you and report to the information commissioner's office within 72 hours if there is a significant failure resulting in the loss of an individual's personal/ sensitive information.

If you make a request to us to stop processing your personal data, we will do so. Contact us, in writing, at Antonine Medical Practice, Larbert Road, Bonnybridge FK4 1ED and we will respond within 40 days.

You have a right to ask for a copy of the information we hold about you. If you spot any mistakes, please let us know and we will correct them. There is no charge for changing records.

If you want to access your information, send a description of the information you want to see and proof of your identity by post to The Driving Force, Antonine Medical Practice, Larbert Road, Bonnybridge FK4 1ED. We do not accept these requests by email. There is a £10 charge for this.

Parental/guardian consent is required for persons under 16.

If you have any questions or comments please send them to [bdthedrivingforce@gmail.com](mailto:bdthedrivingforce@gmail.com)

**Changes to this Policy**

We may change this Privacy Policy from time to time. If we make any significant changes in the way we treat your personal information we will make this clear on The Driving Force website.

Created 27/04/2018 Driving Force Committee