

PRIVACY NOTICE - Volunteers

This privacy notice provides information about the personal information we collect and the ways in which we use it.

Who are we?

The Chippenham LINK Scheme is a registered charity and run on a not for profit basis. We are a community-based volunteer run charity that aims to improve the quality of life for disadvantaged, elderly or infirm people by providing a structured 'good neighbour' service predominantly assisting those without access to transport.

How do we collect personal information about you?

We collect information directly from you when you sign up, and are approved, as a volunteer.

We collect information from clients when they request help.

What personal information do we hold?

We hold your name, address, telephone number, email address and bank details.

We also hold your date of birth, details of your enhanced Disclosure & Barring Service certificate, information about your car and your preferences for volunteering with LINK.

How do we use your personal information?

We use your personal information to match you with clients who have requested our services; to communicate with you; to enable us to reimburse you for costs related to the tasks you undertake; to maintain accounts and records where needed.

Do we share your personal information?

We may share your personal information with clients to whom you are providing a service and authorised volunteers.

Bank details are held within the banking system and are only accessed by the Treasurer and/or other authorised personnel such as Chairperson and Secretary.

Online, we share your personal details with the Disclosure and Barring Service to enable them to carry out the checks required for those people working with vulnerable people. You authorise this by completing part of the entries in the Disclosure and Barring Service application.

We do not share your personal information with any other third party but may do so for legal or regulatory obligations.

Lawful Processing

We are required to rely on lawful grounds to collect and use the personal information we have outlined above. Chippenham LINK Transport relies on 'Legitimate Interests' to collect and use personal information, that is, we require the information gathered to operate the Chippenham LINK Transport scheme and to provide a service to Chippenham LINK Transport clients; the scheme could not operate without it.

Chippenham LINK Transport
Registered Charity No. 1067820
Chippenham Link

Securing your personal information

Chippenham LINK Transport takes all reasonable precautions to prevent the loss, misuse or alteration of your personal information. Access to the information is restricted to authorised volunteers.

How long do we keep your personal information?

Your personal information will be deleted/securely destroyed within a year of you ceasing to be a volunteer or client. Financial data, including expenses claims, will be retained for a period of 6 years to comply with Charity Commission Regulations.

Client Information

Chippenham LINK Transport gather and hold client information in order to undertake tasks for them. We will share with you information about clients that you need in order to help them in tasks that are assigned to you. This will include their name, address and telephone number and may include their date of birth or other information relevant to the task. The information may be shared with you electronically (e.g. WhatsApp, Text message or email) or on paper. You must only retain this information until you have completed the task. Failure to delete or destroy client information in line with this guidance will be treated as a breach of our policies and may result in Chippenham LINK Transport asking you to stand down as a volunteer.

Your rights and preferences

You are entitled to ask us to see your personal information, correct it or have it deleted.

You also have the right to lodge a complaint with the Information Commissioner's Office at www.ico.org.uk/concerns. Alternatively at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate)

Contact us

If you wish to contact us about your personal information, you should telephone 01249 461881 in the first instance.