

PRIVACY NOTICE - Clients

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 request a service from us.

What personal information do we hold?

We hold your name, address, telephone number, email address and other information related to the task we are undertaking, including but not exclusive to, date of birth, emergency contact details, any special needs relevant to the services we undertake.

How do we use your personal information?

We use your personal information to match you with volunteers in order that they may provide you with a service, to communicate with you and to maintain our records.

Do we share your personal information?

We may share your personal information with volunteers in order that they may provide you with a service.

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 relies on 'Legitimate Interests' to collect and use personal information, that is, we require the information gathered to operate the Chippenham LINK scheme and to provide a service to Chippenham LINK clients; the scheme could not operate without it.

Securing your personal information

Chippenham LINK 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 client.

Your rights and preferences

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

Chippenham LINK Transport
Registered Charity No. 1067820
Chippenham Link

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.