**WOODCOTE VOLUNTEERS**

**WOODCOTE VOLUNTEERS PRIVACY POLICY**

**Our Policy**

We, Woodcote Volunteers, are a voluntary organisation, whose core purpose is supporting people within Woodcote and the surrounding villages who need voluntary transport to access local services such as doctor’s appointments, shopping or day centre trips. We also hold monthly tea parties for our clients, help with Blue Badges applications and run a Digital Support service.

This policy, in compliance with the principles of the General Data Protection Regulations (GDPR) of May 2018, sets out what, why and how we hold data on our clients and volunteers.

1. **What data we collect**

Information about volunteers – we gain written permission from our volunteers when they first join us and at up to three-year intervals thereafter by email.

* name
* contact information including email address, home address, home telephone and mobile numbers
* Photo of volunteer drivers for the purposes of supplying an ID badge
* other information relevant to your position as a volunteer for Woodcote Volunteers such as availability, car registration number and number of passengers you can take, computer knowledge
* information relating to your DBS certificate to allow us to carry out a check every three years.
* details of any relevant training undertaken, such as safeguarding
* We store details of drives undertaken by our volunteer drivers for up to three years, then the record is deleted.

Information about our clients - we gain verbal permission from clients when they first contact us and at up to three yearly intervals thereafter as a minimum.

All clients:

* name
* A record of their use of our service is kept for up to three years then deleted.

For clients requesting a drive:

* emergency contact details of a neighbour or family member and
* personal details only as relevant to car travel and communication such as hearing, mobility or sight difficulty, serious health problems or the need to travel with a companion, walking aid or assistance dog
* contact information including email address, home address, home telephone and mobile numbers

For clients requesting help with Blue Badges:

* We ask for contact information and details of their health conditions for the purposes of the application but this information is not stored.

For clients requesting help through our digital support:

* Brief details of their enquiry and the help we have provided

Information about safeguarding and accidents – we are required by law to store this information and act on it appropriately. We have an accident report book and accident report forms which are stored securely in the office, in the locked filing cabinet. A safeguarding log is kept by our Safeguarding lead electronically on One Drive and this document is password protected.

1. **Why we gather the information**

We require this information to operate Woodcote Volunteers’ service to clients, and in particular for the following reasons:

* For the purposes of arranging transport between a client’s home (or other) address and the desired destination within the geographical area in which we operate
* For the purposes of providing the right support volunteer to client at the digital advice sessions.
* To contact volunteer drivers by email with details of drives requested by our clients.
* To send confirmation emails to drivers with details of bookings they have agreed to undertake
* Internal record keeping
* So we can deal with queries, complaints or feedback
* So we can comply with the law
* We need to ask about a client’s disability and health condition so our volunteers are aware of medical needs whilst with a client. This is only recorded on our booking system if the client requires a driver.

1. **How we keep this data secure**

We are committed to ensuring that all information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we hold online or on paper forms.

Volunteer data is stored only whilst the person continues to volunteer. Paper forms are destroyed and online data deleted after that point unless there is a legitimate need to continue to hold it, such as an accident or liability claim. We keep the record of the drives undertaken for a further year on our booking system, then this is also deleted.

Client data is stored for up to two years after the last contact with the Volunteer service. At that point, we contact a client to ask them if they would like us to continue to keep their data stored. If not, their data is removed from all storage systems. We keep the record of the drives undertaken for a further year on our booking system, then this is also deleted.

We share data within Woodcote Volunteers only and do not share data with any other person or organisation unless we have your permission or are required to do so by law. With written permission, we will use photographs and minor personal details such as your name in our publicity material, on our website, social media or newsletters.

1. **Right to see, alter or delete information held by us**

Volunteers and clients have the right to access, delete or correct the data we hold and to withdraw consent for its use. You can also restrict how we use your data and object to the processing of your data. If you would like to take any of these actions, please do so by contacting us on [info@woodcotevolunteers.org.uk](mailto:info@woodcotevolunteers.org.uk) or calling the office phone number, 01491 681171. You can also write to us at:

The Old School House

Reading Road

Woodcote

RG8 0QY

You can view a copy of this policy at any time. Copies are held

* by each of the Trustees
* on paper, in the file in the office
* on our web site
* on Your Web Apps web site (our booking system)

1. **Our website and online booking system**

This part of the policy sets out how Woodcote Volunteers uses and protects any information that you give Woodcote Volunteers which is stored online, on the booking website and also to the use of our website www.woodcotevolunteers.org.uk.

Woodcote Volunteers is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.  
  
Woodcote Volunteers may change this policy from time to time. Volunteers will be notified of any changes by the Secretary and clients can check this policy from time to time to by looking at our website or calling the office. This policy is effective from March 2025.

**How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.  
  
We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.  
  
Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.  
  
You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

**Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

**Controlling your personal information**

If you have previously agreed to us storing your personal information within the Woodcote Volunteers on-line booking system, you may change your mind at any time by writing to or emailing us at info@woodcotevolunteers.org.uk  
  
We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.  
  
If you believe that any information we hold about you is incorrect or incomplete, please call or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

1. **Making a complaint:**

Please in the first instance, contact the Chair of Woodcote Volunteers by emailing [chair.woodcotevols@gmail.com](mailto:chair.woodcotevols@gmail.com). Your complaint will be investigated and you will be notified of the outcome within 7 days.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the Information Commissioner’s Office.

The ICO’s address:

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

Helpline number: 0303 123 1113

Website: [https://www.ico.org.uk/make-a-complaint](https://ico.org.uk/make-a-complaint/)

This policy was updated August 2025

Review date July 2027