



Our Privacy Policy

Who are we?

We are **Meadowbank Car 4U**, a charitable organisation set up to provide cancer patients with a free transport service to hospital appointments relating to their diagnosis.

Address: 6 Breadalbane Place, Polmont, Falkirk FK2 0RF

Email: annemcd1948@gmail.com

Tel: 07763 466422

What does this policy cover?

Meadowbank Car 4U is committed to the proper management and safeguarding of information provided to us to enable us to provide our service. This policy:

- Sets out the types of data we collect about you to provide our service
- Explains how and why we collect and use your personal data.
- Explains how long we keep your data for and how it is stored.
- Explains when, why and with whom we will share your personal data
- Explains the effect of you refusing to provide the personal data required
- Explains the rights and choices you have when it comes to your personal data.
- Explains how we may contact you and how you can contact us.

What personal data do we collect about you?

As a patient who has requested our service, we collect only the information necessary to be able to provide you with that service. This will comprise of your home address, landline and/or mobile, email address and details of the location, times and dates of your hospital appointments.

As a volunteer, we collect only the data necessary to provide our hospital transport service to patients. This will comprise your home address, landline and/or mobile, and email address; your PVG (Protection of Vulnerable Groups) reference number and the names and addresses of your referees. We are legally required to retain all your expenses claim forms for a period of six years.

How do we collect your Data?

As a patient, we will only collect data from your GP, in the form of your name, address and phone number, or from you. We only use this data to provide the patient transport service.



Our Privacy Policy (cont.)

As a volunteer, we collect data from the application form which you have completed in order to become a volunteer.

How long do we keep your data for?

If you are a patient, we will keep your data for 5 years. This is to enable us to offer you our service in the future if required. Your data is stored on a password protected computer.

If you are a volunteer, we will keep your data for 6 years after you have ceased to be a volunteer with Meadowbank Car 4U.

With whom do we share your data?

Your data is only shared with other members of Meadowbank car 4U to enable us to provide the service required by our clients. We will not share your data with any other organisations.

What happens if you do not provide us with the information we request or ask that we stop processing it?

If you do not provide us with the personal data necessary, or request that we no longer use your data we may not be able to provide you with our service.

What rights do you have in relation to the data we hold on you?

Under GDPR, you have a number of rights when it comes to your personal data. Further information and advice about your rights can be obtained from the UK's data protection regulator, The Information Commissioner.

How will we contact you?

We will contact you by telephone, email or text. If you prefer a particular method of contact, please let us know.

How will you contact us?

If you are unhappy with the way we have handled your information or have further questions regarding your personal data contact Anne McDonald in writing at 6 Breadalbane Place, Polmont, Falkirk FK2 0RF or email at annemcd1948@gmail.com

