



Auchterarder Community Bus Group Privacy Policy

Our contact details

Name: Auchterarder Community Bus Group
Address: St. Margaret's Health Centre, St. Margaret's Drive, Auchterarder, PH3 1JH
Phone Number: 07510 303862
E-mail: acbug2018@gmail.com

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name, address and contact details)
- Any physical, personal or other factors which have made it difficult for you to access to Town Bus Service

How we get the personal information and why we have it

The personal information we process may be provided to us directly by you for one of the following reasons:

- You contact ACBuG to get information about the Town Bus service or to make a complaint;
- You contact ACBuG to request assistance using the Town Bus service under our Transport Assistance for Independent Mobility project (TAIM)

We also receive personal information indirectly, from organisations who use our TAIM referral form to give us details of people who may benefit from some assistance use the Town Bus service.

We use the information that we have received in order to

- Respond to emails or other correspondence;
- Provide assistance to people to use the Town Bus service under our TAIM project

We may share this information with Docherty's Midland Coaches (DMC), the operator of the Town Bus service, where that is necessary to ensure the safety of passengers travelling on the service, or to manage and improve the operation of the service. We do not share any information with organisations other than DMC or with any other individuals.

Under the General Data Protection Regulation (GDPR), the lawful basis we rely on for processing this information is:

(a) we have a legitimate interest.



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How we store your personal information

Your information is securely stored in an electronic file sharing system, under accounts accessible only by ACBuG Trustees, and in email accounts operated by ACBuG Trustees. Information may be collected initially on paper-based forms, which are then destroyed after the information has been added to the electronic system.

We keep personal information for 3 years after it has last been used. We will then dispose your information by deleting it from the electronic file sharing system and from email accounts.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at acbug2018@gmail.com if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at acbug2018@gmail.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>