

Privacy Policy – Bromsgrove Minibus Appeal Fund - a Minibus Service for Older People

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Bromsgrove Minibus Appeal Fund is committed to protecting the privacy and personal data of everyone who uses our minibus service. This Privacy Policy explains what information we collect, why we collect it, how we use it, and your rights under UK data protection law.

1. Who We Are

Bromsgrove Minibus Appeal Fund Registered Charity Number: 516666 Address: 64 Kidderminster Road, Bromsgrove B61 7JY Telephone: 07803 597081 Email: theeddiebus@gmail.com

We operate a community minibus service for elderly people. For data protection purposes, we are the **Data Controller**.

2. What Personal Data We Collect

We only collect information necessary to provide a safe and reliable transport service. This includes:

- **Name of Booking Organiser who is the main contact between us and the Group and Person Responsible for paying the Invoice. Sometimes these roles may be carried out by the same person.**
- **Address – not required as all transactions are by email or phone.**
- **Telephone numbers (mobile) of Booking Organiser and Person Responsible for paying the Invoice**
- **Emergency contact details. This will be the mobile phone number of the Booking Organiser.**
- **Age range. Passengers carried will be classed as elderly (over 60) but younger adults (over 18) would be included if they are Carers for the passengers. No children will be carried.**
- **Mobility needs. We don't need to know specific numbers of wheelchairs or who will be using them, just an indication as to whether they will be included in the trip. Refer to the Wheelchair Policy on the Website for specific responsibilities of our Driver and the Group's Carers,**
- **Medical information relevant to safe travel. We do not require any information about the medical background or condition of the passengers.**

This is the responsibility of the Booking Organiser and Carers managing the trip.

- **Payment records. Invoices are sent by our Treasurer, by email, to the Person Responsible for paying the Invoice. Payment is expected by Bank Transfer.**
- **Journey bookings (Start and Finish mileage only) are record by the Driver onto the password protected Admin Portal of the Charity's Website. We do not require Passenger lists.**
- **All data submitted via the Booking page on our website (name, Phone number and email address) is viewable only by Trustees and Drivers via a password protected Admin Portal.**

We do not collect more information than we need. Generally, we only need to have name, phone number and email address of the 1 or 2 people listed above.

3. How We Use Your Information

We use the personal data of the Booking Organiser and the Person Responsible for paying the Invoice to:

- Arrange and manage minibus journeys
- Ensure your safety during travel
- Contact you about bookings or changes to the service
- Contact your emergency contact if needed
- Maintain accurate records for insurance purposes
- Improve and monitor our service
- Meet our legal obligations as a charity
- Sending Invoice for payment.

We will never sell your data or use it for marketing.

4. Legal Basis for Processing

We process your data under the following lawful bases:

- **Legitimate interests** – providing a safe and effective transport service for the Elderly.
- **Vital interests** – protecting your wellbeing in an emergency
- **Legal obligation** – complying with charity, and transport regulations
- **Consent** – for any optional medical information you choose to share

5. Who We Share Your Data With

We only share your information, when necessary, such as with:

- **Emergency services** (if required for your safety)
- **Our trained volunteers and staff** – Drivers and Trustees who run the service
- **Insurance providers** (in the event of an incident)
- **Regulatory bodies** (if legally required)

We do not share your data with third-party marketers or commercial organisations.

6. How Long We Keep Your Data

We keep your information only for as long as necessary:

- Booking and journey records: **up to 3 years**
- Accident or incident reports: **up to 7 years**
- Contact details: while you remain an active service user

After this, data is securely deleted or destroyed.

7. How We Store and Protect Your Data

We take data security seriously. Your information is stored:

- In secure digital systems with password protection
- In locked filing cabinets (for paper records)
- Accessible only to authorised staff and volunteers

We follow UK GDPR and the Data Protection Act 2018 to keep your data safe.

8. Your Rights

You have the right to:

- Access the personal data we hold about you
- Request corrections to inaccurate information
- Ask us to delete your data (in certain circumstances)
- Object to how we use your data
- Withdraw consent (where consent is the basis for processing)
- Make a complaint to the **Information Commissioner's Office (ICO)**

To exercise any of these rights, contact us using the details above.

9. Changes to This Privacy Policy

We may update this policy from time to time. The latest version will always be available on request or via our website.

11. Contact Us

If you have any questions about this Privacy Policy or how we handle your data, please contact:

Data Protection Lead Geoffrey Kearn Trustee and Bookings Manager

geoffkearn@hotmail.co.uk 07805 400180