



Privacy Policy

The privacy and security of your personal data is very important to us. This Privacy Policy sets out the ways in which we collect, use, maintain and disclose your personal data as a supporter, volunteer or user of **Upper Tweed Community Drivers (UTCD)**.

Who are we?

In this policy, 'we', 'us' and 'our' refer to **Upper Tweed Community Drivers (UTCD)**.

What data do we collect?

Your involvement with us will result in personal data being created; this could include details of your involvement with us by volunteering or using our service.

We collect personal information which may include, depending on your capacity of engagement with **UTCD**, your name, date of birth, address, emergency contact details, email address, telephone and mobile numbers. In the case of clients, we may collect some medical details which will facilitate us in transporting you, the client, to and from your appointment. Also, in the case of volunteers, we will collect financial information to reimburse your mileage.

How we use your personal data

We only use your personal data as permitted under the UK GDPR (General Data Protection Regulation) and the Privacy of Electronic Communication Regulation 2003.

We use the personal data you provide as a service user or volunteer to facilitate your engagement. This includes keeping you informed about **UTCD** and our work, and ancillary information, sending information about assignments and processing payments (where applicable). The **UTCD** Committee reviews volunteer and service user lists annually to ensure information on individuals is accurate and kept up to date.

Storing your data

All physical data will be held securely in a non-public location, accessible only by designated committee members of **UTCD**. All computers with access to digital personal data will be password protected. Only committee members or individuals nominated by the committee will have access to such digital data. Any electronic administrative data that needs to be kept on a separate storage device (USB stick or external hard drive) will be stored in a locked facility.

Disposal of data on Request

If **UTCD** agree to your request to destroy your data, it will be confidentially destroyed in the case of physical data, and/or permanently erased in the case of electronic data. **UTCD** will notify you in writing to confirm when and how it has been destroyed or permanently erased. **UTCD** may not agree to disposal of certain data if **UTCD**



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have a legitimate or legal need to retain it. Where there is a legal obligation to, **UTCD** will keep a record of destruction of data.

Retention of personal data

UTCD will not hold personal data longer than necessary. There are certain legal requirements or recommendations which mean that **UTCD** will keep documents and electronically held data for a minimum period of time. External organisations may also keep information **UTCD** lawfully provide for periods of time determined by them. Some of these physical/digital documents may contain personal data. These include, but are not limited to:

Data Source	Retention Period	Example
Receipts & invoices	Seven years	Expenses claim
Service User Information	Two years	Booking info will be retained for 2 years.
Records of Meetings	Indefinite	AGM Minutes
Volunteer information	At least 1 year after completion of service and possibly up to 7 years	
Financial donor records	Seven years	

All volunteer drivers will be directed to delete/destroy any personal information regarding a drive (including email addresses) that they may hold on their own electronic devices or on paper once data entry and correspondence regarding the drive is completed.

UTCD will store archived documents securely, and maintain a register of archived documents along with their planned destruction date. **UTCD** will review annually these retention periods to ensure that they remain within the law and recommended practice.

Electronic backups of the UTCD data base occur, daily, weekly and monthly. These backups should be retained for no more than 6 months and will be securely encrypted to ensure they are only useful to relevant committee members or individuals approved by the committee who require access to support the work of the organization.



Sharing of data

UTCD will not share your information with third parties, unless **UTCD** are legally obliged to, or there is a risk of harm to you or another, for example, in a safeguarding situation.

Promoting a culture of data protection

UTCD will have data protection as a standing agenda item at its ordinary meetings to ensure that any issues or concerns are addressed by committee members. All new Committee members or volunteers supporting our organization, as part of their induction, will be briefed on **UTCD's** data protection arrangements. Committee members will have notes for guidance that they might reasonably hold to carry out their committee duties, in a way that is consistent with this Privacy Policy.

All relevant volunteers, as part of their induction and ongoing training, will be briefed on **UTCD's** data protection arrangements.

Your rights

Under the GDPR, you have a number of rights regarding your personal data:

- To withdraw your consent to processing, where processing is based on consent;
- To object to processing for direct marketing, historical research and statistics and where processing is based on our legitimate interests (we will tell you if that is the case) or to ask us to restrict processing of your personal data;
- To request rectification or erasure (in certain circumstances) of your personal data;
- To ask us to tell you about the personal data we hold on you (a 'Subject Access Request');
- The right to complain to the Information Commissioner's Office.