



## **Cleveland Care Privacy Policy**

Cleveland Care collects the following data:

Personal identification information (Name, address, phone number, etc.)

How do we collect your data?

- You directly provide us with the data we collect.
- We collect data and process data when you contact us to join our scheme or to book a journey.
- We also collect data from individuals seeking to volunteer with Cleveland Care or make a donation.

How will we use your data?

Cleveland Care collects client data so that we can ensure that our drivers pick you up from the right address and take you to your appointment and that they are aware of any special needs you might have. For volunteers we store your data for operational purposes. For donors we store your data for accounting and auditing purposes.

What are your data protection rights?

Cleveland Care would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- The right to access – You have the right to request copies of your personal data. We may charge you a small fee for this service.
- The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also

have the right to request us to complete the information you believe is incomplete.

- The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
- The right to restrict processing – You have the right to request that we restrict the processing of your personal data, under certain conditions.
- The right to object to processing – You have the right to object to us processing your personal data, under certain conditions.
- The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.
- If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: [office@clevedoncare.org.uk](mailto:office@clevedoncare.org.uk)

### Changes to our privacy policy

Clevedon Care keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated in March 2023.

### How to contact us

If you have any questions about Clevedon Care's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [office@clevedoncare.org.uk](mailto:office@clevedoncare.org.uk)