

Community Transport Association – MiDAS Programme Privacy Notice

As part of the Minibus Driver Awareness Scheme (MiDAS) we will collect and process personal data. This notice is specific to MiDAS. For our general Privacy Notice, see [here](#).

The Community Transport Association (CTA) is committed to maintaining high standards of privacy and data protection for our stakeholders and those we work with. This privacy policy lets you know what happens to any personal data that you give to us, or any that we may collect from or about you. We have aimed to provide this information concisely and in clear language. CTA may change this policy from time to time by updating this document. If and when we make changes, we will provide an updated policy to you.

Who we are

For the purpose of the General Data Protection Regulation (GDPR), the data controller is Community Transport Association UK, 91 Princess Street, Manchester, M1 4HT. The information you provide will be held in accordance with GDPR and may be used by CTA and its agents to supply the services which you have requested.

The type of personal information we collect

As part of MiDAS, we collect and process the following information:

1. Business contact information, such as your full name, email address, social media handles, job title, mobile phone number and the organisations that you are associated with.
2. Records of your registration and attendance at events, such as conferences, seminars, training sessions and formal meetings that we organise or host.
3. Training contact information, such as your full name, email address, driver licence number, telephone number and the organisation you are associated with.
4. Records of your contact and activities with us, including emails, notes from phone calls and face-to-face meetings.
5. Records where we have provided advice and support on matters regarding community transport services, driver licensing checks or consultancy work.
6. Records of your subscriptions to email bulletin products such as News Brief, including a log of whether you open the emails and clicked on links.
7. Photographs, video and/or sound recordings of events and training sessions for use in printed and electronic media, for promotional and archival purposes.
8. User account records for the CTA website and MiDAS portal.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you when you sign up for MiDAS, or when you undertake the course.

We may receive personal information indirectly, from the following sources in the following scenarios:

- from your employer;

- From a deliverer or administrator of MiDAS;
- From an organisation which you volunteer with;
- From an organisation which has been instructed to arrange MiDAS training for you

We use the information that you have given us in order to:

- administer the course;
- advertise and promote the course to others (through the use of photographs);
- gather feedback to improve the course;
- to provide certificates of completion;
- to use to send updates / reminders regarding expiring certificates, or updates relating to MiDAS that would be of us as a MiDAS certificate holder; and
- to comply with any legal or regulatory requirements

We may share this information with:

1. Aleido (who are the learning management system (LMS) developers and host the LMS on a server with them); and
2. Red Hot Irons Limited (who are our customer relationship management system builders).

All our third-party service providers are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Under the UK General Data Protection Regulation (UK GDPR), the **lawful bases** we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Roger Goodwin, Director of People & Operations, 91 Princess Street, Manchester, M1 4HT, Roger@ctauk.org.
- (b) We have a contractual obligation (largely in delivering MiDAS to you).
- (c) We have a legal obligation (in ensuring, for example, your duty of care).
- (d) We have a legitimate interest.

How we store your personal information

Your information is securely stored.

We minimise the amount of personal data we keep about you and the period of time we hold it for.

In some cases, we retain records for the length of time that we are legally obliged to do so (for example, invoices, payment information). In other cases, we apply our retention schedule when we no longer require personal data and ensure its secure deletion or disposal.

We make sure that we don't collect more personal information than we need in order to carry out our activities and review our practices regularly.

We will ensure your personal information is disposed of appropriately and irretrievably when it is no longer necessary for us to store it.

Your rights under data protection laws

The General Data Protection Regulation provides the following rights to you:

- The right to be informed about the processing of your personal information.
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.
- The right to object to processing of your personal information.
- The right to restrict processing of your personal information.
- The right to have your personal information erased (the "right to be forgotten").
- The right to request access to your personal information and to obtain information about how we process it.
- The right to move, copy or transfer your personal information ("data portability").
- Rights in relation to automated decision-making which has a legal effect or otherwise significantly affects you.

We are committed to upholding your rights. You can contact us for further clarification or any concerns you have regarding your personal data that we hold by contacting the Data Protection Lead using the details below. Please note that the exercise of your rights are dependent on the lawful basis that has been used for each processing activity.

You also have the right to lodge a complaint with the Information Commissioner's Office which enforces data protection laws: <https://ico.org.uk/concerns>.

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 erasure - You have the right to ask us to erase your personal information in certain circumstances.

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 object to processing - You have the the right to object to 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 Roger Goodwin, Director of People & Operations, 91 Princess Street, Manchester, M1 4HT, Roger@ctauk.org] 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 Roger Goodwin, Director of People & Operations, 91 Princess Street, Manchester, M1 4HT, Roger@ctauk.org.

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>