

Privacy Notice

Last updated: **June 2026**

Introduction

This Privacy Notice explains when and why the Community Transport Association (“**CTA**”, “**we**”, “**us**”) collects personal information, how we use it, the conditions under which we may disclose it to others, and how we keep it secure. It also explains your rights under UK data protection law and how to exercise them. This Notice applies to our programmes and services, human resources, and our marketing activities.

Who we are

CTA is a charity registered in England and Wales (1002222) and Scotland (SC038518). For the activities described in this Notice, CTA generally acts as a data controller.

Contact information, queries and complaints

If you have questions about this Privacy Notice or how we process your personal data, or if you wish to exercise your rights, please contact us at:

- **Email:** info@ctauk.org
- **Postal address:** Community Transport Association UK, 91 Princess Street, Manchester M1 4HT
- **Telephone:** 0161 351 1475

What personal data we collect and why

The data we collect and how we use it depends on your relationship with us. Please see the appendices for details:

- Appendix 1 – [Members](#)
- Appendix 2 – [Human Resources \(employees, volunteers, contractors\)](#)
- Appendix 3 – [Marketing](#)
- Appendix 4- [Complaints Procedure](#)

Your rights

Under UK data protection law, you have the following rights. Some rights are subject to limitations (for example, safeguarding or legal obligations) and may not always apply. If we cannot fulfil a request, we will explain why.

- Right to be informed – to know how your data is used.
- Right of access – to request a copy of your personal data.
- Right to rectification – to correct inaccurate or incomplete data.
- Right to erasure – to request deletion where legally permitted.
- Right to restrict processing – to limit how we use your data in certain circumstances.
- Right to data portability – to receive certain data in a structured, machine-readable format.
- Right to object – to processing based on legitimate interests or for direct marketing.
- Rights around automated decision-making – we do not make decisions that produce legal or similarly significant effects solely by automated means.
- Right to complain- to complain against any of our activities.

International data transfers

Where personal data is transferred outside the UK, we put in place appropriate safeguards such as the UK International Data Transfer Agreement (IDTA) or the UK Addendum to the EU Standard Contractual Clauses, and we perform transfer risk assessments where required.

How long we keep your data

We retain personal data only for as long as necessary to fulfil the purposes set out in this Notice and to meet legal, regulatory and contractual requirements. Specific retention periods are set out in CTA's Retention Schedule and may vary depending on our processing activities (for example, safeguarding records or research evaluation data). We will provide further information on request.

How we protect your data

We use appropriate technical and organisational measures to protect personal data, including access controls, encryption in transit and at rest (where appropriate), data minimisation, secure deletion, staff training, confidentiality agreements, and partner due diligence. We regularly review and improve these measures.

Changes to This Notice

We review this Privacy Notice regularly. Significant changes will be communicated directly or via a notice on our website.

Appendix 1 – Members and Participants

This appendix covers how CTA uses personal data on its members and participants to deliver programmes and services.

What personal data we collect and how

We only collect the minimum data necessary for each purpose. Depending on the activity, we may collect:

- Business contact data – name, email address, job title, phone number, employer details.
- Training & Participation records (including MiDAS) – registration and attendance, case notes and advice, support plans, outcomes and evaluations, feedback and surveys, learning needs, accessibility requirements, subscriptions
- User account records for the CTA website and login portal
- Research and evaluation data – case study information, videography and photographs with appropriate notices and permissions.
- Where photographs or video include a child under the age of 16, we will take a cautious approach and will only use or share those images where we are satisfied that appropriate consent has been obtained and that doing so is consistent with our safeguarding and data protection obligations.

We collect your personal data directly from you when you register for membership, sign up for training or choose to share your case study information or participate in a survey with us.

How we use your data

- register you for and deliver our programmes, services and training;
- track attendance, monitor outcomes and tailor support;
- evaluate and improve our services
- conduct research and insight projects with appropriate ethical safeguards;
- respond to enquiries and provide information about available services.

Our lawful bases (Article 6 UK GDPR)

- Legitimate Interests (Art 6(1)(f)) – if the membership is free of cost to your organisation, in order to administer your membership
- Contractual Obligation(Art 6(1)(b))- if you pay a fee for the membership
- Consent (Art 6(1)(a)) – for survey, photographs, videography and case study information.

Who we share data with

We only share your data with service providers or processors who act on our instructions. We do not share your information with any other third parties for their own purposes.

Research and evaluation ethics

We apply proportionate ethical review and safeguarding measures for research and evaluation. Participation materials explain what data we collect, why, how long we keep it, and your rights. We may use your case study information and photographs, but this will be done with your consent. We may consider pseudonymised or anonymised data for reporting when appropriate.

Appendix 2 – Human Resources

This appendix explains how we process personal data for job applicants, employees, workers, contractors, consultants and trustees.

How we collect your information

- Directly from you during recruitment and onboarding, and during your engagement with us.
- From agencies and referees (with your knowledge).
- From pre-employment screening such as right-to-work-- and DBS where applicable.
- From internal systems (e.g., HR, payroll, learning and development).

What we collect

- Personal details and contact information.
- Application, CV and interview information; references; employment history and qualifications.
- Contract terms, job role, pay/fees, benefits, working time, leave and absence, performance and supervision records, disciplinary and grievance records, training records.
- Next of kin and emergency contacts.
- Right-to-work and other compliance records including photographic ID.
- Special category data (where necessary) – health/occupational health information (e.g., reasonable adjustments), and equality, diversity and inclusion data provided voluntarily.

How we use HR data (purposes and lawful bases under UK GDPR)

- To recruit and onboard staff and trustees – Contract (Art 6(1)(b)) and Legitimate Interests (Art 6(1)(f)).
- To administer employment/engagement – Contract (Art 6(1)(b)).
- To meet legal obligations – Legal Obligation (Art 6(1)(c)) (e.g., HMRC, right-to-work, health & safety).
- To manage performance, supervision, learning and development, security and IT systems – Legitimate Interests (Art 6(1)(f)).
- Special category data – Art 9(2)(b) employment and social protection law; Art 9(2)(g) substantial public interest (e.g., equality monitoring under Schedule 1 conditions); occupational health; and where appropriate, explicit consent.

Who we share HR data with

- Payroll, pension, HR and benefits providers (processors).
- Regulators and statutory bodies (e.g., HMRC, Home Office).
- Occupational health and wellbeing providers.
- IT service providers.
- Professional advisers and insurers where necessary.

Appendix 3 –Marketing

This appendix explains how we process personal data for marketing,

What we collect

- Identity and contact data; communication preferences.
- Engagement information (e.g., email opens/clicks), where permitted.

How we use supporter data

- To manage events
- To send you marketing about our work and ways to support us, in line with your preferences and PECR.
- To comply with legal and regulatory requirements and prevent fraud.

Lawful bases

- Consent (Art 6(1)(a)) – for email marketing to individuals where required by PECR.
- Legitimate Interests (Art 6(1)(f)) – for postal marketing, or soft opt-in related email communications when you have expressed an interest
- Contract (Art 6(1)(b)) – to administer event bookings (if paid) or benefits you have asked for.

Who we share supporter data with

- Event partners and venues where necessary for attendance and safety.

Appendix 4: Complaints Procedure

If you are unhappy with how we handle your personal data, you have the right to raise a complaint with us.

You can contact us by:

- **Email:** info@ctauk.org
- **Telephone:** 0161 351 1475
- **Post:** Community Transport Association UK, 91 Princess Street, Manchester, M1 4HT

Please provide:

- Your name and contact details
- A clear description of your concern
- Any relevant dates or reference numbers

What happens next?

1. We will acknowledge your complaint within 30 days of receiving it.
2. We will investigate your concerns.
3. We may contact you if we need further information.
4. We will respond as soon as possible and without undue delay.

Our response will explain:

- What we have found
- Whether any action has been taken
- What happens next

If you are not satisfied

If you remain unhappy with our response, you have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
Website: <https://ico.org.uk>

Accessibility

If you require this information in an alternative format, please contact us and we will be happy to assist.