

# CTA Privacy Policy

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## Introduction

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. It won't cover the full detail of each of our fair processing activities, but if you need further information, please contact us. CTA may change this policy from time to time by updating this document. You should check this page from time to time to ensure that you are happy with any changes.

## Who we are

For the purpose of the General Data Protection Regulation (GDPR), the data controller is Community Transport Association UK, 12 Hilton Street, Manchester, M1 1JF. 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.

## Personal data we collect

The majority of our services and products are provided to employees or volunteers who are connected with organisations in the community and voluntary sector, private sector and government. To provide efficient services and support we collect and process personal data.

### Information we collect from you

- [Business contact information](#), such as your full name, email address, Twitter handle, job title, mobile phone number and the organisations that you are associated with.
- [Records of your registration and attendance at events](#), such as conferences, seminars, training sessions and formal meetings that we organise or host.
- [Training contact information](#), such as your full name, email address, driver licence number, telephone number and the organisation you are associated with.
- [Records of your contact and activities with us](#), including emails, notes from phone calls and face-to-face meetings.
- [Records where we have provided advice and support](#) on matters regarding community transport services, driver licensing checks or consultancy work.
- [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.
- [Photographs, video and/or sound recordings of events and training sessions](#) for use in printed and electronic media, for promotional and archival purposes.
- [User account records](#) for the CTA website.
- [If you apply for a job with CTA](#) we collect your personal contact details and employment history, as well as equality monitoring information and unspent criminal convictions (where applicable) in completing job applications and pre-employment checks.

### Information we collect about you from other sources

- Standard internet log information such as your IP address and visitor behaviour patterns. We use Google Analytics to analyse website traffic. You can get more information about Google's security and privacy principles [here](#) and control how your information is used by Google (e.g. for ad personalisation) here. See also: [Cookies and Analytics](#).
- Survey responses for our State of the Sector, and other surveys. We use Survey Monkey for our own sector research surveys (and occasionally for event and training feedback). You can read the Survey Monkey privacy policy [here](#).

## How we collect your personal data

We collect personal data from you:

- When you apply for CTA membership
- When you apply for section 19 or 10B permits
- When you apply to register for training services that CTA administer
- When you register to attend an event such as a conference or training session
- When you register an account on our website
- When you subscribe to email bulletin product News Brief
- When you contact us for advice or support
- When you visit our website (ctauk.org) and create user accounts
- When you complete one of our surveys
- When you apply for a job with us

## How we use your personal data

We use your personal information to:

- Manage registration and attendance at training and events, and to evaluate feedback afterwards.
- Provide digital products and services such as email bulletins and websites, including allowing access to our website.
- Gather and analyse statistics around email opening and website traffic to help us improve our digital products.
- Maintain records of services, advice or support that our staff have provided to you.
- Register and record drivers training and to book driving tests.

## What are the lawful bases for our processing of your personal data?

We use the following lawful bases to process personal data:

- Where it is in our [legitimate interest](#) to provide confirmations or updates about products or services we provide you with, such as fulfilling your request to attend events, participate in training courses, or help you with advice and support.
- Where it is in our [legitimate interest](#) to provide our organisation membership service by keeping business contacts informed about membership services and sector updates, including News Brief.
- Where you have subscribed to receive an email bulletin such as News Brief you will have given [consent](#) for us store your contact information and to contact you by subscribing. You can unsubscribe at any time from the email itself or by contacting us.
- Where we have [legal obligations](#) under UK or EU law, such as fraud prevention, the exercise of consumer rights, and under equal opportunity responsibilities.
- Where we have [legal obligations](#) to register your participation in training courses.
- Where you have given us consent to register your participation in driver testing.

## Sharing your personal data

We do not regularly share personal data with other people or organisations without your consent except in the following circumstances:

- To act as a representative membership body, we may from time to time share limited personal information (name, organisation, job role and email address) about you in your role as a specialist or policy officer to other organisations such as government bodies, media contacts or other community and voluntary sector groups. We do this where we determine that it is within our [legitimate interests](#) and of benefit to you in your professional capacity, and the impact on your privacy is limited. In other circumstances we will seek your consent before doing this.
- To administer training programmes, we have to share limited personal information (name, and address). We do this where we have [legitimate interests](#) and to benefit to you in your capacity as a trainer, and the impact on your privacy is limited. In other circumstances we will seek your consent before doing this.
- To administer training programmes, we have to share limited personal information (name, and driving licence number). We do this where we have [consent from you](#) or where we have a [legal obligation](#) to benefit to you in your professional capacity, and the impact on your privacy is limited. In other circumstances we will seek your consent before doing this.

## 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>.

## Data security and retention

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, job application and monitoring information, minutes of general meetings and trustee decisions). 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.

When we use third party services and cloud services to process personal data we take due diligence to make sure that they are reputable and have appropriate data protection practices.

## Cookies and Analytics

We collect information about your visits to our sites, including where available, your IP address, operating system and browser type. The data cannot be used to identify any individual. To help us gather this information we use cookies; small files stored on the hard drive of your computer. Cookies allow us to improve our site and deliver a better service.

This includes:

- If you leave a comment on our site you may opt-in to saving your name, email address and website in cookies. These are for your convenience so that you do not have to fill in your details again when you leave another comment. These cookies will last for one year.
- If you have an account and you log in to this site, we will set a temporary cookie to determine if your browser accepts cookies. This cookie contains no personal data and is discarded when you close your browser.
- When you log in, we will also set up several cookies to save your login information and your screen display choices. Login cookies last for two days, and screen options cookies last for a year. If you select "Remember Me", your login will persist for two weeks. If you log out of your account, the login cookies will be removed.
- Google Analytics cookies: We use Google Analytics, a popular web analytics service provided by Google Inc. Google uses cookies to collect and analyse information about how the website is used. Google undertakes not to associate your IP address with other data held by Google. Find out more about Google Analytics [here](#).

If you do not wish to accept cookies you can activate the appropriate settings on your browser, however, you may be unable to access some parts of our sites. To find out more about cookies and how they can be turned off, visit [www.aboutcookies.org](http://www.aboutcookies.org). We will keep your information confidential except where disclosure is required and permitted by law.

## **Links to other websites**

This privacy notice does not cover any websites linked from within our own websites (such as our Corporate Supporters) nor websites which link to our own website.

## **Changes to this privacy policy**

We may change this privacy policy from time to time by updating this page to reflect changes in the law, the type of work we do, and our privacy practices. We will notify our members and other stakeholders of any significant changes to our privacy practice via our website and other digital channels.

This policy is effective from 23 May 2018.

## **Contact Us**

You can contact our Data Protection Lead using one of the following channels:

Email: [info@ctauk.org](mailto:info@ctauk.org)

Address: Community Transport Association, 12 Hilton Street, Manchester, M1 1JF

Phone: 0161 351 1475