DATA PROTECTION – PRIVACY POLICY AND STATEMENT

Privacy Policy

The Jumbulance Trust is committed to protecting and respecting your privacy. This statement explains how we collect, use, store and protect your personal data in accordance with UK General Data Protection Regulation (as defined by the Data Protection Act 2018)

1. **Who we are**

The Jumbulance Trust is a charitable organisation providing accessible holidays, trips, and accessible vehicle hire for people with disabilities and serious illness, supported by staff, volunteers and supporters.

For the purposes of data protection legislation, the Jumbulance Trust is the Data Controller of your personal information.

1. **How we collect your information**

We collect personal data in the following ways:

- Directly from you when you contact us, complete a form, apply to volunteer, travel with us or make a donation
- Through your interactions with our staff and volunteers
- From third parties where necessary (such as referees, partner organisations, fundraising platforms, DBS services or safeguarding agencies)
- Automatically through our website (cookies and analytics)

2. **What personal data we collect**

Depending on your relationship with us (beneficiary, volunteer, staff member, donor, supporter or trustee) we may collect:

a) **Identity and contact details**

- Name
- Address

- Email Address
- Telephone Number
- Date of birth
- Emergency contact details

b) Health and care information (special category data)

- Medical conditions
- Disabilities and support needs
- Medication and allergies
- Mobility and accessibility requirements
- GP details

c) Safeguarding

- DBS information
- Identity verification documents
- Incident and accident reports

d) Volunteering and Employment

- Enquiry forms, CV's, interview notes and references
- Training records
- Role history and availability
- Performance, supervision and check in records

e) Financial and Administrative

- Bank details (payments or expenses)
- Gift Aid declarations
- Donation records
- Travel Insurance information

f) Communication and Media

- Correspondence with us
- Mailing list preferences
- Photographs and videos (with consent)
- Website and social media interaction

3. Children's Data

We do not routinely collect or process personal data about children. External groups that book our vehicles are responsible for their own safeguarding and data collection for any children in their care.

On the occasions when we do collect and use personal data about children it is with the consent of a parent or legal guardian and additional safeguards are in place to protect this information

4. How we use your information

We use your personal data to:

- Organise and run Jumbulance trips and holidays
- Manage your hire booking
- Recruit, manage and train staff and volunteers
- Meet safeguarding and legal obligations
- Communicate with staff, volunteers, beneficiaries, supporters and donors
- Process salaries, expenses, donations and Gift Aid
- Maintain insurance records and risk management
- Promote Jumbulance's work (with consent)
- Improve our services and operations

5. Lawful basis for processing

We process personal data under the following lawful bases:

- Consent
- Performance of a contract or volunteer agreement
- Legal obligations
- Legitimate interest of the charity
- Vital interests (to protect life or health)

Special category data, such as health, care and DBS information is processed with explicit consent or where necessary for medical care, personal care, safeguarding or legal requirements.

6. Sharing your information

We only share your personal data where necessary and lawful, including with

- Volunteers providing care on trips
- Local authorities and safeguarding agencies
- Insurers
- DBS and regulatory bodies
- IT and data storage providers

We never sell your data to third parties

7. Data security

We take appropriate technical and organisation measures to keep your data secure including

- Password protected systems
- Secure transfer of medical information
- Training for staff and volunteers handling personal data
- Access limited to authorised personnel only
- Secure cloud storage

8. Automated Decision-Making and Profiling

We do not carry out any automated decision-making or profiling that has legal or significant effects on individuals. This means that no decisions about you are made solely by automated means; all decisions involve human review.

9. International Transfers

Some of our service providers (such as cloud storage, email, and IT systems) may process personal data outside the UK. Where this happens, we ensure that appropriate safeguards are in place to protect your information, such as UK adequacy regulations or standard contractual clauses approved for international transfers.

We do not otherwise transfer your personal data outside the UK.

10. Cookies and Website Analytics

Our website uses essential cookies that are necessary for it to function. We may also use optional analytics cookies to help us understand how visitors use our website and

to improve our services. Where required, we ask for your consent before placing analytics or non-essential cookies.
You can manage or disable cookies at any time through your browser settings or the cookie icon on our website.

We do not currently have a separate Cookie Policy.

11. Data retention

We keep personal data only as long as necessary for:

- The purpose it was collected
- Legal and regulatory requirements
- Safeguarding and insurance obligations
- After this, data is securely deleted or destroyed

We retain personal data in accordance with our full Data Retention Schedule, which sets out specific retention periods for each category of information (including staff, volunteers, beneficiaries, trip records, safeguarding, financial and governance data). This schedule is reviewed annually and aligns with statutory requirements, charity best practice and safeguarding obligations.

A summary of key retention periods includes:

- Volunteer records: duration of volunteering + 3 years
- Trip Registration: 3 years after date of return from the trip
- Trip Registration medical/care data: deleted shortly after the trip unless an incident occurs (special category)
- Safeguarding and incident records: minimum 6 years, longer if required
- Financial records: minimum 6 years (HMRC requirement)
- Staff records: 6 years after employment ends

Trip Medical and Care Information (special category data)

We only use the medical and care information you provide for the specific trip you are attending. Because health, medication and support needs can change frequently, we require new medical and care forms to be completed for each trip.
We do not reuse medical information provided for previous trips.

Medical and care information is deleted shortly after the trip ends unless an incident occurs that requires us to retain it for safeguarding, insurance or legal reasons.

Our full retention schedule is available on request

12. Photographs and media

We will only use photographs or videos of individuals with informed consent. Parents or legal guardians must give consent for children or adults who lack capacity to consent.

13. Your rights

You have the right to:

- To be informed about how we are processing your data.
- Ask us to provide you with a copy of your personal data (known as a data subject access request).
- To have any mistakes or inaccuracies rectified.
- To request that we delete your personal data.
- Ask us to restrict the use of your personal data in certain circumstances.
- Object to our processing of your data in certain circumstances.
- Withdraw consent at any time
- Make a complaint to the Information Commissioner's Office (ICO)

14. Contact Us

If you have any questions about this Privacy Statement, or if you would like to exercise any of your data protection rights, please contact us at:

Data Protection Lead
Jumbulance Trust
Email: **caroline.southgate@jumbulance.org.uk**
Address: Space 282, 282 Leigh Road, Leigh-on-Sea, Essex, SS7 2BW

Privacy Statement – for enquiry forms (covers bookings and volunteer enquiries)

The Jumbulance Trust will use and hold the information on this form to respond to your enquiry, manage your booking or volunteer processes and keep a record of our communications.

Your details will be stored securely and only accessed by authorised Jumbulance staff and volunteers.

We will not share this information with third parties unless required by law or where necessary for safeguarding, medical or insurance purposes.

We will keep your data for as long as necessary to manage your enquiry and booking or for as long as you volunteer with us. We may keep basic information for any potential safeguarding issues that may arise in the future.

You have a right to a copy of the information we hold about you and, in some circumstances, to have it amended or deleted. For this, and to raise any issues on how your information is handled, please contact info@jumbulance.org.uk

If you are still not happy, you may raise concerns with the Information Commissioner's Office.

For further information see our Privacy Policy, which will be available on our website once it is approved by Trustees and is currently available by request. Please email info@jumbulance.org.uk