



Oxted and District Link Association

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Telephone: 01883 713333
Registered Charity No: 266988



PRIVACY POLICY

Oxted and District Link Association (hereinafter referred to as "Link") is a Registered Charity in England and Wales (Reg No 266988). It was founded in 1974 to provide a community service to those in need who reside in the RH8 area. Link arranges volunteer transport for residents who, regardless of age, are otherwise unable to get to medical appointments. It incorporates the Link Porter Trust ("The Porter Trust") which makes grants for identified requirements to those in financial need. Link has no offices or premises so the majority of our data is stored on an encrypted and password protected web-based database or where necessary as paperwork, securely stored in designated volunteers' homes.

Link employs no paid staff and relies on its volunteers for telephone duties, driving, and administering the Trust. It makes no charge for its services but relies on voluntary donations from those it helps.

Link is legally obliged to follow guidelines described in The Data Protection Regulations relating to any personal data that it uses or stores whether in hard copy or electronically. It also gives individuals the right to know what information is held about them. Link only stores data essential for the efficient operation of the charity.

Volunteer Details including Trustees and officials of the Porter Trust, consist of names, addresses, telephone numbers, email addresses, date of birth and DBS certificate numbers. We use these details to contact volunteers about forthcoming drives and telephone duties, for formal notices, e.g. about our AGM, and for any social occasion or appeals. Link needs to keep these details on file to operate the charity. These details are stored electronically on the Link database. All users of this database have their own login details so that all activity can be monitored and limited according to their role in the charity. All users of the database are actively encouraged to regularly change their passwords and use unique passwords. They must not save their password on a shared computer or device.

When recruiting a new volunteer, all application related paperwork is shredded after six months and only the online records are kept. In addition to these details, the Treasurer will hold account details for any volunteer who requests payment of expenses via BACS rather than by cheque. By volunteering for Link you consent to the storing of this data.

Client Details for drive requests consist of names, addresses, telephone numbers, emails, emergency contact details, year of birth, appointment destinations, and, where relevant, any mobility or equipment requirements. This is to provide information to volunteers to enable them to look after the client and provide the best possible service tailored to individual needs. Client details are recorded on the Link database by the telephone Duty officer and sent via email, text or given verbally to the assigned driver.

These details are core to our Charity's function and are kept as a **Legitimate Activity** of our Charity.

Client Details for an application to the **Porter Trust** for financial assistance may contain the above information and sensitive financial information. That information may, if any payment is made direct, contain a client's bank details to enable the payment to be paid by BACS. Documentation is stored manually in a locked container or on a password protected computer. These details are core to the function of the Porter Trust and are kept as a **Legitimate Activity** of our Charity.

Personal Data will be kept only for the purposes set out above and for no other purpose. Clients and volunteers are able to see what data is held about them on request.

All Data is confidential and will be stored securely in a locked container or password protected computer or device. It will never be passed to an outside organisation or third party unless express permission is given or in a medical emergency. Volunteer driver data will never be given to a client without the express permission of the driver concerned, clients are only told the first name of the driver they have been allocated.

Link will not keep any data for longer than is necessary and to confidentially destroy data which is no longer needed.

Volunteer Driver Data will be archived on the Link database when a volunteer ceases their involvement with Link and will be permanently deleted after 5 years. Any financial details such as expense claims will be kept securely by the treasurer for 7 years after the volunteer ceases their involvement with Link.

Client Data for drives will be held on the Link database. If a client has not used Link for over two years their record will be archived (this is reduced to one year if they have never had a drive). The volunteer driver's notes will be destroyed or deleted immediately upon completion of the drive. All client records are deleted from the archive after 5 years.

Client Data for the Porter Trust will be kept for 2 years after the end of the last financial year and will then be destroyed. (NB Calendar and financial years are the same).

Link will undertake to;

- Ensure the database system is reviewed and re-designed, where necessary, to encourage and facilitate the entry of accurate data.
- Keep data on any individual in as few places as necessary, and volunteers will be discouraged from establishing unnecessary additional data sets.
- Ensure effective procedures are in place so that all relevant systems are updated when information about any individual changes.
- Correct any data shown to be inaccurate

The Data Protection Lead appointed by the Link Council will carry out an annual review to ensure that this policy is being followed and that all volunteers are aware of it. A copy of this policy will be sent out annually to all volunteers.

Policy Review: This policy is reviewed annually prior to the Annual General Meeting.

Approved by Link Council on 14th April 2026