



Privacy Notice

This notice sets out how PCD collects and uses your personal data in accordance with the General Data Protection Regulation. The purpose of the privacy policy is to inform you as a user of our transport about what information we collect when you travel with us, how we use the information, whether the information is disclosed and the ways in which we protect users' privacy.

We want you to feel secure when using our transport and associated services. We are committed to respecting your privacy. Below we give an overview of how we do that.

Information we hold about you:

At PCD, we aim to provide you with the highest patient transport experience. To do this we must keep records about you, your mobility, your health and the transport we have provided for you, or plan to provide for you.

The call centre, drivers, and other members of our staff, will ask you to provide information about yourself. This information helps to ensure that you receive the transport you require.

Information about you will be recorded electronically.

The types of information we collect include:

- Basic details about you (such as name, address, date of birth, GP practice etc.).
- Details of contacts we have had with you (such as clinic visit details).
- Notes about your health, mobility and any specific issues you may have that will affect how we transport you.
- Results of any complaints or compliments you have supplied us with.
- Relevant information from people who care for you or know you well (such as social, health care professionals and relatives).

How your records are used:

Your records are primarily used to direct, manage and deliver your transport so that:

- The individuals involved in your transport have accurate and up-to-date information.
- The transport you have received can be assessed against agreed standards.

- Any concerns you may have can be properly investigated.

Other ways you records may also be used:

Your information may also be used to:

- Look after the health of the general public and our staff
- Prepare statistics on performance.
- Educate and train our call centre and crews.
- Conduct Feedback about our service.
- Investigate complaints, legal claims and untoward incidents.

If we use your information for these purposes then we normally remove your name and any other details which could identify you. This information is then said to be 'anonymised'. This is to maintain your privacy and confidentiality.

If we need to use the information in a form that identifies you, then you will normally be asked first. We respect your wishes to not share certain items of confidential information about you. If you raise an objection, we will always explain what information we want to share, why we want to share it, and who we want to share it with, and then help you to make an informed decision.

How we protect your confidentiality:

Every member of staff working at PCD has a legal duty to keep information about you secure and confidential. This is included in staff contracts of employment.

The information held by PCD about you is protected by strict physical, electronic and procedural measures. There is often a need to share information about you with third party transport providers so we can work together to deliver your transport requirements. But we will only ever share your information when there is legitimate need to do so, and only using secure methods.

Your information will only ever be disclosed to third parties without your permission in exceptional circumstances. For example, very occasionally we may be required by a court to provide information without consent to prevent harm or to allow the investigation of a serious crime.

Keeping your information accurate and up-to-date:

We have a duty to ensure that the information we hold about you is accurate and up-to-date. We will check your details are correct each time you contact us. Please help us by telling us if your details change, e.g. if you change your address or GP. It is important that the information you provide to us is correct.

Your rights:

You have the right to be informed about how your information is used.

This document aims to explain how we use your information document.

- You have the right to privacy and confidentiality, and to expect PCD to ensure that your confidential information is safe and secure.
- You have the right to object to your confidential information being used or shared beyond your transport requirements; to have your objections considered; and where your wishes cannot be followed, to be told the reasons, including the legal basis.
- You have the right to access your own transport records and to have any factual inaccuracies corrected.

How to access your records:

You have the right to see or receive a copy of your transport records, this is called a subject access request, and to have any information you do not understand explained to you.

Also, it may be deemed appropriate to refuse your access to some of all of your information; for example, if seeing it may breach another person's confidentiality.