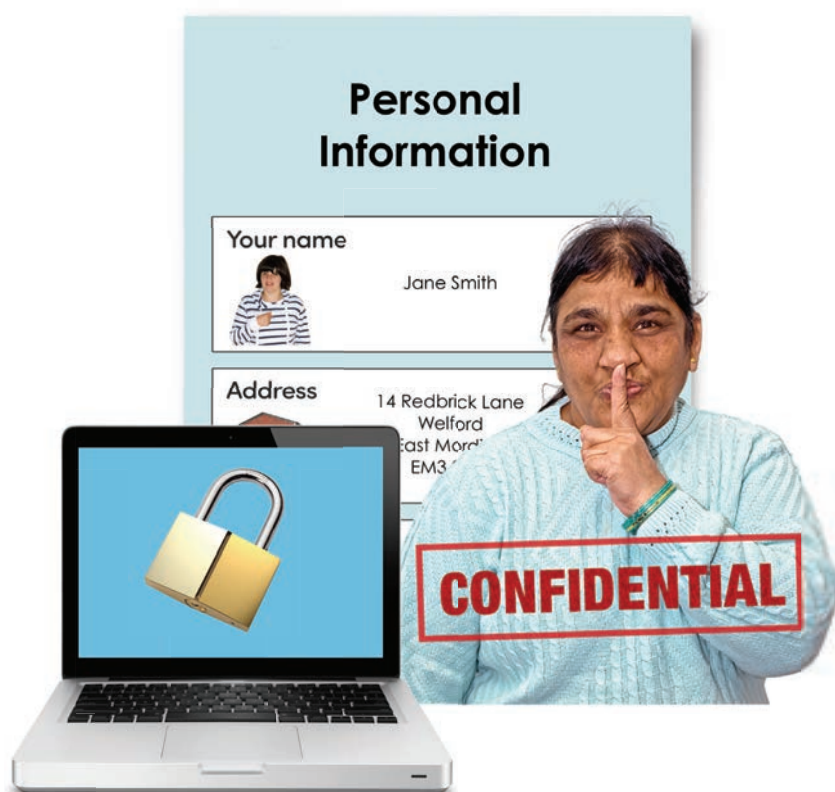




What is Transport for All's privacy policy?



How we look after your personal information



What is a privacy policy?

A **privacy policy** tells you how organisations deal with information they have about you.

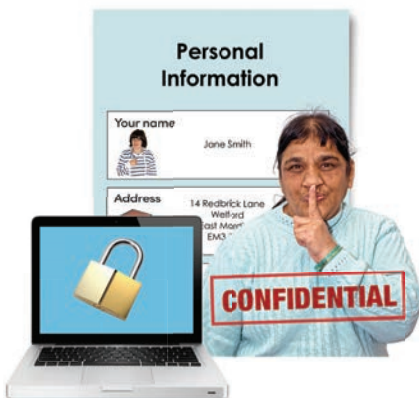


The law says organisations must have a privacy policy.

Personal Information	
Your name	Jane Smith
Address	14 Redbrick Lane Welford East Molesey EX3 9NM
Phone	08944 368 1949

Our privacy policy tells you:

- what personal information we have about you



- how we look after your personal information



Your personal information might include:

- your name and your date of birth



- your address, email address and telephone number



- things you tell us when you contact us. Things like information about your health and transport needs



We will check our privacy policy every year to make sure it is working.



If we change anything, we will put it on our website or email you.

About us

We are Transport for All. We want to make local streets and public transport **accessible**.

Accessible means easy to use for everyone.



We give help and advice to people who:

- are older



- are disabled



- are interested in accessible transport





We want to give you the best service.

To do this, we must keep information about you and the help we gave you.



Our services are for adults. We do not keep any information about anyone younger than 18.



To give advice to children and young people, we must speak to a parent, guardian or carer.

How we use your personal information



We use your information to:

- give you help and advice



- look at ways of making transport more accessible



- train our staff and help them to understand people's transport needs better



- send you information. Or ask you to fill in things like questionnaires



Sometimes we might want to tell you things about our work.

This might be by phone, post or email.



We can only do this if you agree.



You can tell us if you don't agree.

How long we keep your information for



We keep your information for as long as we need to use it.

When we have stopped using it, we keep it for 7 years. Then we delete it.

Your rights

The law says you have the right to:



- ask to see what information we have about you. You can ask us for a copy of the information

- ask us to change any information that is wrong



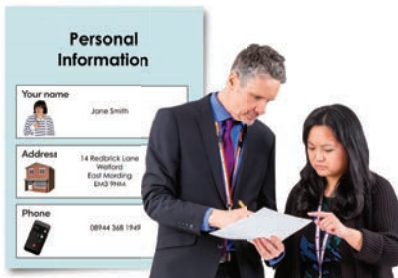
- ask us to delete information we have about you



- ask us not to use your information for any reason



- change your mind and decide you do not want us to use some of your information



- ask us to share your information with another group or organisation. So they can give you the right support you need



If you ask us any of these things, we must reply to you within 1 month.



To ask any questions, you can email us:

office@transportforall.org.uk



Contact us

If you have any questions about our privacy policy you can contact us:



By post:
Transport for All
Cooper House
Lower Charlton Estate
Somerset
BA4 5QE



By email:
office@transportforall.org.uk



By phone:
020 7737 2339

How to complain



If you are not happy about how we use your information you can **complain**.

Complain means telling us you are not happy.



You can email us if you would like to complain:

office@transportforall.org.uk



If you are not happy with how we reply, you can also complain to the Information Commissioner's Office. It is called the **ICO** for short.



The **ICO** check that we are looking after information in the right way.



You can contact the **ICO**:

By phone:

0303 123 1113



By post:

**The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**



Online:

ico.org.uk