

Privacy Statement for Members' Personal Data

MORAY CARSHARE, DECEMBER 2017

INTRODUCTION

Moray Carshare holds personal data about our members in order to manage our operations and meet our legal requirements. This statement sets out what data we hold, how we store it, and in what circumstances we will disclose this data to third parties.

If you have any queries about the data we hold on members and how we use it, please contact the Moray Carshare Manager (08458 609 609 or manager@moraycarshare.com).

PERSONAL DATA HELD ON MEMBERS

When members join Moray Carshare, we ask for contact details including home address, telephone numbers and email address. We also ask for date of birth, driving licence number and information on driving offences and insurance claims/refusals in order to comply with the conditions of our insurance policy.

Our booking system holds the member's full name, email address and mobile phone number. For each trip we record member, vehicle, duration and destination (if the member opts to provide it).

Our billing system holds the member's full name, address, trips and charges billed to the member, fuel payments by the member, amounts and dates of payments received from the member and balances due.

STORING MEMBERS' PERSONAL DATA

Hard copies of application forms are kept in lockable storage, only accessible by Moray Carshare staff.

Electronic copies of application forms and licence checks/copies, electronic members list, and our billing system are stored on cloud-based shared drives. These are password protected and we use a supplier who has confirmed that their security is compliant with European data protection regulations.

Our members' list, containing member name, telephone number, email and area is available in hard copy in all Moray Carshare cars and in 2 "key sheds" which are accessible to the general public. The members' list is also available to download for all members from a password protected area of the Moray Carshare website.

Member bookings are stored on an online booking system (SuperSaas). Member name, destination, booking time and duration are publically viewable. Member emails and mobile phone numbers can only be accessed using administrator/supervisor passwords.

PASSING ON MEMBERS' PERSONAL DATA

Our members' list is available in Moray Carshare vehicles and in our key sheds. We ask that our members do not pass this information on to non-members, but we cannot guarantee the confidentiality of this data.

Our booking system allows members of the public to view bookings which include member name, time and duration of booking and destination, if given.

Other than the above, we will not pass on members' personal data to third parties except:

- To UK statutory authorities such as the police and/or emergency services in the event of an accident, incident or investigation of a driving offence
- To our insurers or the insurers of third party where this data is required for an insurance claim
- Where we have a legal obligation to disclose the data, such as compliance with a court order
- If Moray Carshare receives a penalty notice from a private sector enforcement company, such as a parking fine, we will pass on the notice to the member who has booked the car at the time of the alleged infringement to either pay or contest. In the event of the member not contacting the enforcement agency within 14 days, we have the right to pass on the member's contact details.

OUR RESPONSIBILITIES AND MEMBER RESPONSIBILITIES

Moray Carshare will:

- Comply with the above privacy statement and ensure members understand and consent to our use of members' personal data
- Regularly review the security of our IT systems to ensure personal data is not put at risk
- Correct errors in the data we hold promptly
- Hold data no longer than is necessary to meet administrative and legal obligations

We ask members to:

- Not pass on members' details of fellow members without obtaining their express permission
- Let us know if their personal details change, in particular their phone numbers as well as email and postal addresses
- Inform us of any driving offences or claims relating to motor insurance which have arisen when driving vehicles other than Moray Carshare cars