

EASTERN COMMUNITY ASSISTANCE TEAM

PRIVACY POLICY



Eastern Community
EA-CAT
Assistance Team
www.ea-cat.org.uk

This document supersedes any and all previous versions.
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Introduction

EA-CAT takes your privacy seriously and we handle your information with care.

This Privacy Policy applies to the Team, Trustees, Committee and Members which consists of the membership lists, training records, email addresses and both telephone and mobile numbers and various supporting websites, together with other interactions including support queries.

If you do not agree with the terms of this Policy, do not access or use the Eastern Community Assistance Team.

Information EA-CAT Collects and Receives

The Team may collect personal information as you join or via continuing membership. You are under no contractual obligation to provide any information. However, some information is collected automatically, and if some information is not provided we may not be able to provide the Service.

Membership Application

When you apply to join EA-CAT we collect your name, home address, contact numbers and email address. The Team collects the make, model and operating capability of your vehicle. The Team also collects information on what radio equipment you may have and any amateur radio callsign you use. This is to enable us to identify the support you are able to provide, to assist us when communicating with you, and to link with the correct task and equipment required.

You will be given a membership number which also acts as your response vehicle identification number for example EC34 (Echo Charlie Three Four). This number is also used as your team radio call sign. We collect this to uniquely identify you within the Team, enabling you to support our activities, sign in and use the website. Training records indicating driving skills, training received and ability of driver and vehicle will utilise your unique identifier to protect your privacy.

We do not share your information.

If you resign from the group your information is deleted.

Callouts & Events

EA-CAT identifies you using an identifier unique to the Team, which is reassigned should you cancel your membership.

Other information collected will include recording all mileage on EA-CAT business (a recorded journey, a history of positions and times and miles covered) in order that we may attempt to recover expenses incurred on your and/or the Team's behalf.

If you use radio communications, your live locations are received and stored by callsign in EA-CAT radio logs, using your unique identifier. These will not be shared, unless requested by enforcement agencies in the investigation of an incident.

Content

This information will include contact details, for example email address, phone numbers or adding a photograph for ID Cards. You may choose to create a membership account within EA-CAT's website. This is not compulsory but provided to allow you easier access to events and operational information. You may also wish to link your personal Facebook account.

You can choose to publish a Facebook comment, in which case it becomes public, and other people can view or download a copy. You may choose to personalise your account (Profile) by entering your name, providing a photo, entering descriptive text, gender, birth date, town, and providing information on your interests. If you register with EA-CAT using a third party account service such as Facebook or Google, and you authorise those services to provide it, we may also collect your name, photo, gender and town.

Log data

As with most Internet-delivered services our servers automatically collect information when you access EA-CAT.org.uk, and record it in log files. The log data may include the Internet Protocol (IP) address; the addresses of both the page visited and the previous page; detail of the service used; browser or device type and settings; date and time the services were used; information about

the browser or device configuration; language; and cookie data. This log information is retained for up to 8 weeks, after which it is destroyed.

If the application encounters an error where it closes unexpectedly (a crash), we may record a crash log - you can opt out of this in the EA-CAT application's Privacy Settings.

Service Access

We record the dates on which you attend call outs, and the method and time of last access. This is anonymously aggregated for us to monitor and report on the usage of the service. Individual records of last access may be used when answering support queries, and may also be used to determine when to communicate with you.

Social Media

You can choose to follow another user, in which case you see the content they choose to share in your personalised activity feed, and that you follow them is visible to them and others. Another user may follow you and thus see the content you share in their personal feed.

You can rate and review activities that you have followed. When you leave a review, other users can read that and see that it was you who posted it.

Cookie Data

EA-CAT uses cookies in our websites to give you a consistent experience as you use the website, and to identify you while signed in to your account. Additionally cookies assist in providing analytics to understand how the service is used in order to make improvements.

Third Party Services

You may choose to link EA-CAT with other accounts, such as Google, Flickr, Twitter, Instagram, Facebook, Dropbox, and Walking World, because you wish to benefit from the services they provide.

If you link your EA-CAT account with a third party service, the data you enter to link the service, such as an account name, will be used to access content or services from that third party service. Where the link provides media such as photos and tweets, those will be marked and visible on your public tracks.

Your use of those third party services is covered by the privacy policies of those services.

How We Use Information

We use your personal information to provide the Team committee with adequate knowledge to be able to run the charity and its undertakings.

We store your details so you can access it across your devices and via the website. You can choose to share it with us and others if you make it public.

We may use personal information as required by applicable law, legal process or regulation; or to answer your queries; or to investigate and help prevent security issues and abuse. The Team may also use personal information for training and personal development.

How Information is Shared:

Publicly Available Information

When you register with EA-CAT, your personalised profile page will be discoverable within searches.

Website and Facebook posts may be seen and downloaded by others, and may be embedded in third party websites via the use of 'widgets'.

If you enter a thread, your accumulated activity within the thread will be public. But the detail of individual contact details apart from username will remain hidden. Unless you change the privacy settings or divulge information.

Aggregated and Anonymised Information

We may aggregate and anonymise your data, to provide statistical data such as callout's attended, training data etc.

There may be circumstances where we are required by law to disclose personal information. We may disclose personal information if you give us your explicit consent. If we receive a report of content that may breach policy or procedures, we will respect your privacy and will not pass personal data without prior permission.

Communications and Privacy Settings

As well as messages shown within the Team Facebook page and websites, we may communicate with you by email or text notification. This could be for general correspondence, availability to attend a call out or mileage claims.

As part of EA-CAT we send a newsletter or similar communications, such as help and advice, reminders, and news of new free content. You can opt out of these communications.

Legal Basis and Our Legitimate Interests

We will only collect your personal data where we have lawful bases. Lawful bases include contract (for example to provide the EA-CAT ethos to you), consent (for example, where you joined a training session, Callout), and legitimate interests (including in operating and improving the Team and charity business, and in keeping the Team's data safe and secure). Where we rely on your consent to process personal data, you have the right to withdraw or decline your consent at any time. Where we rely on legitimate interests, you have the right to object.

If you have any questions about the lawful bases on which we collect and use your personal data, please contact our Data Protection Officer, contact details below.

Data Retention

Your content and personal data are retained while your membership is valid. In many cases you can choose to remove individual items of content or data. Log and analytics data will be removed after various time periods, for example mileage logs are removed within 8 weeks.

Your Rights:

Deletion and Right to be Forgotten

You can ask us to delete your account and all your personal data by contacting any committee member or from the website. Option 1: EA-CAT website or Option 2: By contacting data.protection@ea-cat.org.uk. The request will be actioned within 30 days.

Certain information, such as logs, training logs, profiles will be removed after 8 weeks.

Some data will become anonymous or de-identified once the account is removed. That data may be kept and used in aggregate to report on the service and charity business performance. For example, anonymised data, feedback and callout records must be retained for reporting purposes.

Search engines and similar services may retain a cache of any content that you made public for much longer, and these are outside our control.

Right to Change or Correct Data

Most of your personal data can be changed, corrected and deleted in your web account on the EA-CAT web site or when your membership expires or is cancelled. Then the website administrator will close and delete the information on your behalf.

For other data you can ask us to correct your data if it is incorrect, or to delete it if it is no longer needed to provide the Service to you.

Right to Object, Limit or Restrict Use of Data

You can ask us to stop using some or all of your personal data, for example if we have no legal right to keep using it, or it is inaccurate, or unlawfully held.

The Privacy and Notification Settings within the EA-CAT website allow you to control the use of your personal data, including stopping its use.

Complaints

If you have a complaint, please contact our Data Protection Officer, details below.

Name.....

However, if you are still dissatisfied, you may contact the Data Protection Authority at the contact details below.

Data Transfer

The personal data we collect we guarantee that all reasonable steps will be taken ensure there is an adequate level of protection to your data, that only minimal information is processed outside the group (vehicle call signs), that your data is secure and handled in accordance with this Privacy Policy, and with the same level of protection as is required in law.

Changes to this Privacy Policy

The Team may update this policy from time to time. Regulations and standards change over time, or we may make improvements to the Service or changes to our charity activities, which necessitate change. We will post changes on our Facebook page. If we make changes that materially alter your rights, we will provide an additional prominent notice.

If you disagree with changes to this privacy policy, contact EA-CAT's Data Protection Officer to have your account and data deleted.

Data Protection Officer

Contact the Eastern Community Assistance Team Data Protection Officer via data.protection@ea-cat.org.uk

Identifying the Data Controller and Processor

The Data Controller and Processor is The Chairman, trading as Eastern Community Assistance Team, based in the UK.

Data Protection Authority

The data protection authority is the UK Information Commissioner's Office, <https://ico.org.uk>.

Interpretation

In this Privacy Policy:

- “the Team” or “EA-CAT” means 'Eastern Community Assistance Team'
- “unique identifier” means 'Your EA-CAT Membership Number'