

**Fleet link Registration Form** (February 2020)

**Who is eligible to use the Fleet link service?**

The service is available to anyone who meets *one* of the following criteria:

* Anyone who has a mobility or sensory impairment which means that they are unable to or experience difficulty or discomfort in using bus services;
* anyone who lives more than 400 metres from an available bus service/stop
* anyone who does not have access to a car and there is no bus service running when they need to travel.

**If you meet the eligibility requirement, and would like to register, please complete this form and return it to: Rushmoor Voluntary Services, Civic Offices, Farnborough Road, Farnborough, Hampshire, GU14 7JU**

|  |  |
| --- | --- |
| Name: | |
| Address: | |
|  | Post Code: |
|  |  |
| Tel No: | Date of Birth: |
| Email: | |

1. **Do you have a Hampshire Concessionary Bus Pass? Yes / No**

|  |  |
| --- | --- |
| Concessionary Pass type:  (Older Persons / Disabled / Disabled with Companion) |  |
| Concessionary Pass number: |  |
| Expiry Date: |  |

1. **Please indicate which of the following eligibility criteria apply (more than one can be ticked if appropriate):**

|  |  |
| --- | --- |
| I have a mobility or sensory impairment that causes me discomfort in using a public bus |  |
| I do not have a car and there is no bus service running when I need to travel |  |
| I live more than 400m from a bus stop/service |  |

1. **Please indicate which of the following apply (more than one can be ticked if appropriate)**

|  |  |  |  |
| --- | --- | --- | --- |
| I use a manual wheelchair |  | I use an electric scooter |  |
| I use an electric wheelchair |  | I use a shopping trolley |  |
| I use a walking aid |  | I have a mental health condition |  |
| I am visually impaired |  | I have difficulty getting on the public bus |  |

Please note that by law only wheelchairs certified as safe to travel can be transported. Please call us for more information and to check your wheelchair. This does not apply to manual wheelchairs where users can transfer to a seat - it is always safer to transfer to a fixed seat for travelling.

1. **If you travel with a wheelchair can you transfer to a seat? Yes / No**
2. **If yes, is your wheelchair collapsible? Yes / No**
3. **Make and model of wheelchair (if needing to travel in it) ……………………………………………...**

Please note that seatbelts must be worn at all times unless you are medically exempt. If so, please enclose a copy of your certificate.

1. **Are there any medical conditions which you may think are relevant to making journeys on this service e.g. epilepsy, arthritis, heart condition, diabetes etc?**

…………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………

1. **If it is essential you travel with someone to assist you, please state why.**

…………………………………………………………………………………………………………………………

…………………………………………………………………………………………………………………………

1. **Would you sometimes like to travel with a companion? Yes / No**
2. **Please complete details below of whom we may contact in an emergency.**

|  |
| --- |
| Name: |
| Relationship to passenger: |
| Address: |
| Daytime Telephone Number: |
| Evening Telephone Number: |
| Mobile Telephone Number: |

By providing us with any personal data, you give your consent that all personal data that you submit may be processed by us in the manner and for the purposes described in the attached privacy policy and in compliance with current legislation. Please tick the box if you agree

□

Signed………………………………………………………………….. Date…………..…………………………..

Print name…………………………………………………………………………………………………………….

*From time to time we would like to contact you with details of events, trips and services you may be interested in. If you consent to us contacting you for this purpose please circle to say how you would like us to contact you.* ***Post Email Phone***

*I found out about this service from………………………………………………………………………………..*

*………………………………………………………………………………………………………………………..*

**Privacy Notice**

Rushmoor Voluntary Services (RVS) is committed to protecting and respecting your privacy. The following policy sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by us. By registering for our services you are accepting and consenting to the practices described in this policy.

**Information we Collect from You**

We will collect and process the following data about you: information you give us by filling in forms or by corresponding with us by phone, email or otherwise. It includes information you provide via our website, when you make a general enquiry or you register for our services. The information you give us may include your name, postal address, e-mail address, phone number and health information. When we believe there is a legitimate reason we may seek your next of kin and emergency details.

**How we use this data**

Collecting this data enables us to register you for our services and to help us understand what information you need from RVS. Specifically, we may:

* contact you in response to a specific enquiry.
* provide you with information about other services we offer that are similar to those that you have already registered for.
* improve the services we provide.
* update our own personal records.

We will never lease, distribute or sell your personal information to third parties for marketing purposes. Any personal information we hold about you is stored and processed under our GDPR/Data Protection policy in line with current legislation.

**Information we Collect via the Website**

RVS will only contact you in relation to the specific enquiry you submit via our website. The data you provide along with your enquiry will be held for 12 months, and then it will be destroyed in line with our Data Retention policy.

Our website may contain links to other websites. Please note that we have no control of websites outside of www.rvs.org.uk. If you provide information to a website to which we link, we are not responsible for its protections or privacy. Always be wary when submitting data to websites, read the sites privacy policy fully.

**Security**

RVS takes the security and confidentiality of your personal data very seriously. We use up-to-date storage and security techniques to protect your personal information from unauthorised access, improper use, or accidental loss. We keep your personal data for as long as reasonably necessary for the purposes of which it was collected or to comply with any applicable legal reporting or document retention requirements. We will always hold your data securely. RVS is committed in following stringent procedures to ensure that we work with all personal data in line with current legislation.

**Sharing Data**

As both Data Controller and Data Processer, RVS may be required to share or administer personal information. RVS takes the sharing of data very seriously and will only agree if the sharing can be justified.

RVS will consider the following before entering a data sharing agreement:

* The potential benefits and risks to individuals?
* What is the sharing meant to achieve?
* Is the sharing proportionate to the issue we are addressing?
* Could the objective be achieved without sharing personal data? Some Commissioning Bodies which RVS undertake work for, may require data sharing as part of their contractual requirements. All personal data will be shared securely and administered in line with current legislation.

**Access to information** You have a right to know what personal data is held about you. This is known as a Data Subject Access Request. A fee of £10 is charged to process your request and you may be asked for identification so that we do not provide your data to anyone else.

If you believe that any information we are holding on you is incorrect or incomplete, please inform us as soon as possible. We will promptly correct any information found to be incorrect.

If you have a concern about the way we are collecting or using your personal data, you are requested to raise your concern with us in the first instance but you may wish to contact the Information Commissioner’s Office directly at https://ico.org.uk/concerns/

**Contact**

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to The Data Protection Officer, Rushmoor Voluntary Services, Civic Offices, Farnborough Road, Farnborough, Hants GU14 7JU, or via email info@rvs.org.uk.

You are welcome to keep this page for your reference and records.