

## **DATA PROTECTION POLICY**

Williams Chauffeur Services has a responsibility to protect the privacy of passengers. We use the information that we collect lawfully (As per the Data Protection Act 1998). We gather information to provide better service. We do not use personal information for marketing purposes unless you have given us your consent.

You have the full right to request a copy of all the information that we hold about you. We would like to make sure to keep your personal information up to date. You may ask us to correct or remove information if you think is inaccurate. If you don't like to receive such information you may opt-out at any time and have a right to stop us from contacting you for marketing purposes.

We collect information like personal details of the passenger like name, address, mobile number, and email address. We never ask for any sensitive information without your consent.

Data protection is the process of safeguarding important information from corruption, compromise, or loss. Also, about taking care of our drivers and clients and ensuring that we are respecting their privacy.

### Data Protection Principles

Data protection compliance is based largely on a set of principles.

The six GDPR principle says that: –

- Whatever you do with people's information has to be fair and legal. This includes making sure that they know what you are doing with the information about them.
- When you obtain information, you must be clear about why you are obtaining it and must then use it only for the original purposes.
- You must hold the right information for your purpose: it must be adequate, relevant, and limited to what is necessary.
- Your information must be accurate and where necessary up to date.
- You must not hold information longer than necessary.
- You must have appropriate security to prevent your information from being lost, damaged, or getting into the wrong hands.

### Marketing

We would like to convey the information about our service. If you don't like to receive such information you may opt-out at any time and have a right to stop us from contacting you for marketing purposes.

### How do we collect and use your information?

Depending upon the nature of our business, we may collect different information, and these differences are defined below.

#### Customers

We collect and use your information when you provide it to us mainly to provide access to our services and products. It helps us to improve our offerings to you and for certain other purposes. We collect personal data when you complete the form for us via our website [www.williamschauffeurs.co.uk](http://www.williamschauffeurs.co.uk) (our website) or by phone, and email.

#### Employees and Drivers

We collect information relevant to our legal obligations as an employer or as a driver. This information may include your name, telephone number, and email address, in addition, to address, bank account details, licensing information, and details relating to criminal convictions and other information which is required as part of our screening and vetting processes.

#### Why we need your details.

We need your details to make sure we can fully assist you with any inquiries or requested services. We do not collect any personal information from you if not required or necessary for the service.

#### What we do with your details

The personal data we collect from you is only processed in the UK and EU areas. Third parties will have access to your personal data only when they are under contract and following the signature of a non-disclosure agreement. These third parties include:

#### Customers, Employees, Drivers, and Suppliers

Your data will be disclosed to the drivers in order to complete your requested service. A Bury Council Licensing Enforcement Officer (upon receipt of a proper and justified request).

Police and other regulatory authorities (upon receipt of a proper and justified request).

## **Equality and Diversity Policy**

Williams Chauffeur Services is dedicated to encouraging a supportive and inclusive culture amongst the whole workforce. It is within our best interest to promote diversity and eliminate discrimination in the workplace.

Our aim is to ensure that all employees and job applicants are given equal opportunity and that our organisation is representative of all sections of society. Each employee will be respected and valued and able to give their best as a result.

This policy reinforces our commitment to providing equality and fairness to all in our employment and not provide less favourable facilities or treatment on the grounds of age, caring responsibilities, disability, family situation, gender expression, gender identity, gender reassignment, marriage and civil partnership, pregnancy and maternity, race including ethnic origin, colour, nationality and national origin, religion or belief, sex, sexual orientation, socio-economic background, the effects of the menopause or trade union activity.

All employees, no matter whether they are part-time, full-time, or temporary, will be treated fairly and with respect. When Williams Chauffeur Services selects candidates for employment, promotion, training, or any other benefit, it will be based on their aptitude and ability.

All employees will be given help and encouragement to develop their full potential and utilise their unique talents. Therefore, the skills and resources of our organisation will be fully utilised and we will maximise the efficiency of our whole workforce.

### **Williams Chauffeur Services commitments:**

- To create an environment in which individual differences and the contributions of all team members are recognised and valued.
- To create a working environment that promotes dignity and respect for every employee.
- To not tolerate any form of intimidation, bullying, or harassment, and to discipline those that breach this policy.
- To make training, development, and progression opportunities available to all staff.
- To promote equity in the workplace, which Williams Chauffeur Services believes is good management practice and makes sound business sense.
- To encourage anyone who feels they have been subject to discrimination to raise their concerns so we can apply corrective measures.
- To encourage employees to treat everyone with dignity and respect.
- To regularly review all our employment practices and procedures so that fairness is always maintained.

## **Safeguarding Policy**

### We believe that:

- Both children and adults should never experience abuse of any kind.
- We have a responsibility to promote the welfare of all children and adults, to keep them safe and to practise in a way that protects them.

### We recognise that:

- The welfare of children and adults is paramount in all the work we do and in all the decisions we take.
- Working in partnership with children, adults and other agencies is essential in promoting young people's welfare.
- All children and adults, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have an equal right to protection from all types of harm or abuse.
- Some children and adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Extra safeguards may be needed to keep children and adults who are additionally vulnerable safe from abuse.

### We will seek to keep children and adults safe by:

- Valuing, listening to and respecting them.
- Recruiting and selecting staff safely, ensuring all necessary checks are made.
- Making sure that children, adults and their families know where to go for help if they have a concern.
- Share concerns and relevant information with agencies who need to know, and involving children, adults, parents, families and carers appropriately.
- Manage any allegations against staff and volunteers appropriately.
- Creating and maintaining an anti-bullying environment.
- Ensuring that we provide a safe physical environment for children and adults.
- Building a safeguarding culture where staff treat each other with respect.