

## Privacy Policy

Leamington Spa Shopmobility is operated by Warwick District Mobility Ltd., a charity. Warwick District Mobility Ltd. takes your privacy seriously and takes every practicable measure to ensure your information is safe and accurate at all times. We never sell your data or share it with anyone outside the organisation, unless legally required or in connection with an insurance claim involving you.

The GDPR, General Data Protection Regulation, implemented in May 2018, requires us to tell you the lawful basis for processing your information. Warwick District Mobility Ltd. has chosen to rely on what the new legislation calls 'legitimate interests'. Put simply, we keep a note of your name, address, telephone number and email address so that we know to whom we lend wheelchairs and scooters, and can contact you easily.

This policy explains why we collect information from you, what information we need and how we use it.

### **Why do we collect personal information?**

Only members of Leamington Spa Shopmobility can use our mobility equipment. You will be asked to give us your personal information in order to sign up for membership. This will also enable your use of the equipment to be covered by our insurance.

### **What information we need**

The personal information we need to collect will include your name, address and telephone number, and may include your email address. We may also collect information to show that you have received suitable training in the use of our equipment, and to monitor the usage of our service.

### **What your personal information may be used for**

We will use your personal information for internal administration purposes, including:

- Recording to whom we have loaned wheelchairs and scooters,
- Recording the membership of Leamington Spa Shopmobility,
- Contacting you in exceptional circumstances,
- Producing management information and statistics.

### **Removal of your data**

We may remove your data if your membership lapses. At any time, you can have your email address removed. You can have any of your other data removed from our database, but at that time you will cease to be a member of Leamington Spa Shopmobility.

### **What if there are changes to this statement?**

Occasionally, we may need to update our Privacy Statement. We reserve the right to amend, update or replace this Statement at any time. Your continued membership and use of membership services will constitute your acceptance of any such changes we may make. Any changes will be published on our website.

### **Shopmobility Unit**

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### **Contact us:**

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