



Volunteer Driver Privacy Notice

Volunteer Driver Service CIC ("VDS", "we", "us" or "our") respects your privacy and is committed to keeping your personal information safe.

This notice explains how we use your information when you apply to or volunteer with VDS.

What information do we collect?

We collect only the information we need to assess your suitability as a volunteer driver or journey broker, manage your volunteering and help keep passengers and drivers safe.

This may include:

- your name, address, telephone number and email;
- date of birth;
- driving licence, vehicle and insurance details;
- references and information provided during the recruitment process;
- training and volunteering records;
- Enhanced DBS check information;
- emergency contact details; and
- information about accidents, incidents, complaints or safeguarding matters where relevant.

How do we use your information?

We use your information to:

- process your application and carry out necessary checks;
- manage your volunteering and driver records;
- arrange and allocate journeys;
- communicate with you;
- meet our safeguarding, legal and insurance responsibilities; and
- support and improve our service.

Passenger information

As a volunteer, you will receive relevant passenger information through our browser-based system and, where applicable, system-generated email.

This may include the passenger's name, collection and destination addresses, telephone number and relevant mobility or health information.

You must treat passenger information as confidential and only use it for purposes connected with providing the journey. You must not keep, copy, photograph, forward or use passenger information for any other purpose.

DBS checks

We carry out Enhanced DBS checks for our volunteer roles.

Once the recruitment decision has been made, we do not retain a copy of your DBS certificate or the detailed disclosure information contained on it.

We may retain limited information such as your DBS certificate number, issue date and the recruitment decision for our safeguarding and volunteer records.

Our lawful bases

Depending on what we are doing, we process your personal information because it is necessary to:

- manage your volunteering and provide the service;
- protect the safety of passengers and volunteers;
- comply with legal or regulatory obligations;
- meet our insurance and safeguarding responsibilities; or
- pursue our legitimate interests in operating a safe and effective community transport service.

Who do we share your information with?

Where necessary, we may share relevant information with:

- passengers, where needed to arrange a journey;
- authorised VDS staff and volunteers;
- DBS and safeguarding organisations;
- insurers;
- professional advisers or service providers;
- relevant authorities or emergency services; and
- other organisations where we are legally required or permitted to do so.

We do not sell your personal information.

How long do we keep your information?

We keep your information only for as long as reasonably necessary for volunteer management, safeguarding, insurance and legal purposes. When it is no longer needed, we securely delete or anonymise it.

Your rights

You have rights over your personal information, including in certain circumstances the right to access, correct, delete or restrict its use, and to object to certain processing.

If you have any questions or wish to exercise your rights, please contact us:

Email: info@volunteerdriverservice.org.uk

Telephone: 0300 3030 125

Post: Volunteer Driver Service CIC, 46 Wards Crescent, Bodicote, Banbury, OX15 4DY

If you are unhappy with how we have handled your information, please contact us first. You can also complain to the **Information Commissioner's Office (ICO)**:

[ICO – Make a complaint](#)

Changes to this notice

We may update this Privacy Notice from time to time. The latest version will always be available on our website.

Last updated: August 2026