



Test Valley Connect Registration Form

Who is eligible to register for a Connect service?

The service is available to anyone who:

- finds it difficult to use or access public bus services or
- lives more than 400 metres from an available bus service/stop or
- has no access to a car and there is no bus service when they need to travel

If you meet the eligibility requirement, and would like to register, please complete this form and return it to: **UNITY, Bus Station, West Street, ANDOVER, Hampshire, SP10 1QP**
Telephone 01264 356808

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

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

I have a mobility or sensory difficulty 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			

2. 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.

If you travel with a wheelchair can you transfer to a seat? Yes No

If yes, is your wheelchair collapsible? Yes No

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.

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?

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

.....
.....
.....

Would you sometimes like to travel with a companion? Yes / No

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:

Privacy Notice

*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/tick to say how you would like us to contact you.*

Post Email Phone

If you already use the Call & Go (Dial-A-Ride), could you please let us know how satisfied you are with the service?

Very Satisfied / Satisfied / Not Satisfied

We welcome any comments you would like to make about the service:

.....
.....
.....

I certify that all the information on this form is correct.

Signed **Date:**

If your details or circumstances change, please advise us either in writing or by phone.



Privacy and Cookie Policy

This privacy policy outlines how Unity collects and uses any personal information which is collected about you when you use this website.

We collect information about you when you instruct us to provide advice; visit our website; become a member; subscribe to our newsletters or to receive our publications; apply for employment with us; attend one of our events or training activities and engage in business dealings with us.

The processing of your personal data is carried out by or on behalf of Unity (our legal name is Unity (Southern) Ltd).

Unity is a registered charity in England and Wales (1053806) and a registered company in England and Wales (03332003).

How can you contact us?

If you have any questions or concerns regarding our Privacy Policy or our processing of your personal information, please contact:

The GDPR Officer

UNITY

Bus Station

West Street

Andover

Hampshire

SP10 1QP

Email: info@unityonline.org.uk

By telephone at 0330 4004 116

Notification of change of Privacy & Cookie Policy

This Privacy & Cookie Policy may change from time to time. Please visit this website section periodically in order to keep up to date with the changes in our Privacy Policy.

Privacy Policy

How do we collect your information?

We may collect information about you directly whenever you interact with us. For example, when you contact Unity regarding our activities, subscribe to our newsletters, submit a membership application, send or receive information or engage with our social media, you may provide us with your personal information.

We may also receive information about you when you interact with third parties with whom we work. For example, when you book on one of our events through Eventbrite (which is a third party website) and give them permission to share your information with us.

We may supplement what we know about you with information that is available to the public. For

example, in order to ensure that our communication with you is relevant to you, we may collect information about you from publicly available sources.

What information do we collect?

The information we collect from you directly or from third parties with whom we work, may include:

name
address
email address
telephone number
contact preferences
bank account details
debit/credit card details
date of birth, age, and/or gender, where appropriate

We may also collect and process information about your interactions with us, including details about our contacts with you through email, SMS, post, on the phone or in person (ie the date, time, and method of contact), details about events or activities that you register to attend and any other support we provide you with. We may also collect and record any other relevant information you share with us about yourself, such as your affiliations with other charities or other not-for-profit organisations.

In order to ensure that our communication with you is relevant and tailored to your background and interests, we may supplement what we know about you with information that is available to the public, through internet searches or public databases (eg Companies House or the Charity Commission), such as information about trusteeships and directorships, published biographic information, employment, networks and relevant media coverage. This allows us to better understand your interests and preferences, so that we can contact you in the most appropriate way and to ensure that we do not send you unwanted communications. We may collect this information ourselves or through third-party service providers. For more information on how we work with service providers, please see 'How will we disclose the information we have collected to outside parties?'

Do we process 'sensitive' personal information?

Under data protection law, certain categories of personal information are recognised as sensitive, including health information and information regarding race, religious beliefs, and political opinions ('sensitive personal data'). In limited cases, we may collect sensitive personal data about you, if you give your consent for us to do so. We would only collect sensitive personal data if there is a clear reason for doing so. We would only process the sensitive information you have provided to us and will not seek to supplement it or gather further sensitive information from other sources.

How do we use your information?

to provide you with information, products or services that you have requested from us or that we feel may be of interest to you;
to provide you with information about our work or our activities;
to invite you to participate in interactive features on our website;
to process donations we may receive from you;
for administrative purposes (eg we may contact you regarding an event for which you have registered, or to get further information to support your membership application)
for internal record keeping in order to keep our staff as informed as possible about our work with organisational contacts and individuals and for reporting purposes to demonstrate our impact
to invite you to participate in voluntary surveys or research;
to contact you where you have been identified as a contact person for an organisation,
to analyse and improve the content and operation of our website;
to analyse and improve our internal business processes;
to analyse the personal information we collect about you and use publicly available information to better understand your interests and preferences so that we can contact you in the most appropriate way and to ensure that we do not send you unwanted communications;
where we are required by law to disclose or otherwise use your information.

If you have provided us with your email, postal address or telephone number, we may contact you send you information about our work or other communications (eg to check your details are correct, or to send you details about our AGM).



If you do not wish to provide us with your personal data, please note that we may be unable to supply you with our services.

How will we combine and analyse the information we collect about you?

We are committed to communicating with you using an approach that is right for you. This means that we carefully manage the communications we send you to ensure that we are contacting you in the most appropriate way and that we are not sending you unwanted communications. In order to do this, we may combine the information that we collect about you and analyse what we know about your interests, preferences and level of potential engagement. We may also use statistical analysis to analyse this data and understand the likelihood that you will be interested in or responsive to a campaign or message. We may use third party service providers to assist us in this process, eg Mailchimp or Survey Monkey. For more information on how we work with service providers, please see 'How will we disclose the information we have collected to outside parties?'

You can opt out of your data being combined and analysed for marketing purposes by contacting our GDPR Officer. However, this may mean that you stop receiving marketing communications from us more generally.

How will we disclose the information we have collected to outside parties?

Subject to your consent, Unity may provide your individual contact details, and other relevant information, to third parties. This is usually the general public or people from other agencies who have similar interests and aims to Unity. We record your consent to pass on your individual details on our database and you are free to withdraw your consent at any time.

We will pass on generic information about your organisation, including your organisation's name, purpose and contact details which relate to the organisation (but not to individuals). If you would rather we did not do this, please let us know.

We think that this information sharing helps partnership working within the sector; helps partnership working between the sectors; and helps the public to find the information and support they need from the not-for-profit sector.

We also use third party service providers such as Mailchimp and Vbase. We enter into contracts (Data Processing Addenda) with these service providers that require them to comply with data protection laws and to ensure that they have appropriate controls in place to protect the security of your information.

We will never sell your details and, except as indicated below, will only share your details with third parties if you ask us to. We will not make cold telephone calls to members of the general public and, therefore, will not purchase your data in order to do so.

We may disclose your personal information if we are requested or required to do so by a regulator or law enforcement or in order to enforce or apply our rights (including in relation to our website or other applicable terms and conditions) or to protect Unity, for example in cases of suspected fraud or defamation, or in order to comply with any other applicable legal obligation.

How do we protect your personal information?

We take appropriate physical, electronic and managerial measures to ensure that we keep your information secure, accurate and up to date, and that we only keep it as long as is reasonable and necessary.

Although we use appropriate security measures once we have received your personal information, the transmission of information over the internet is never completely secure. We do our best to protect personal information, but we cannot guarantee the security of information transmitted to our website, so any transmission is at the user's own risk.

We may use the services of a service provider (eg Vbase and Mailchimp) outside the European Economic Area (EEA) – this may include a country which does not have the same level of data protection as in the United Kingdom. However, unless they are located in a country which has been assessed by the European Commission as ensuring an adequate level of protection for personal data, we will only use a service provider outside the EEA on the basis of an agreement with the service provider, designed to protect your data, in the appropriate form approved for this purpose by the European Commission. We will take all steps reasonably necessary to ensure that your data is processed securely and in accordance with this Privacy Policy.

How can you change your marketing preferences or update the information we hold about you?

We try to make it clear and easy for you to choose how you hear from us. If you are applying for membership but do not wish us to use your personal data for marketing purposes as outlined above, you can use the relevant boxes on the online application form to tell us this.

You can also change any of your marketing preferences at any time (including telling us that you don't want us to contact you for marketing purposes) by:

Indicating that you do not wish to receive our marketing emails by clicking the 'unsubscribe' link in at the end of our Mailchimp emails;

Contacting us by email at info@unityonline.org.uk or by telephone on 0330 4004 116, or by writing to us at:

UNITY
Bus Station
West Street
Andover
Hampshire
SP10 1QP

If you have indicated that you do not wish to be contacted for marketing purposes, we will maintain your details on a suppression list to help ensure that we do not continue to contact you for marketing purposes. However, we may still need to contact you for administrative purposes, including (but not limited to):

Ensuring we have your correct details on our database;

Providing you with the information you need in order to participate in an activity or event for which you have registered

Explaining and apologising where we have made a mistake.

Similarly, if your contact details have changed or you think any information we have about you is incorrect or incomplete, you can always update or correct the information we hold about you by contacting us as explained above.

What other data protection rights do you have?

You can make a complaint or raise a concern about how we process your personal data by contacting our GDPR Officer. In some circumstances, you have the right to object to our processing of your personal data or to stop us from continuing to make active use of personal data that we retain in our records.

If you are not happy with how we have handled your complaint, you can contact the Office of the Information Commissioner, which oversees the protection of personal data in the UK, or the Fundraising Regulator, which is responsible for overseeing fundraising activities carried out by charities in the UK.

Alternatively, you may choose to contact either the Information Commissioner or the Fundraising Regulator directly about your complaint, regardless of whether you have raised it with us first.

You also are entitled to request a copy of the personal information relating to you which is kept on file by Unity (for which we may charge a small fee) by contacting our GDPR Officer.

Why are we allowed to process your personal information?

Our Privacy and Cookie Policies take into account several laws, including:

The Privacy and Electronic Communications (EC Directive) Regulations 2003

General Data Protection Regulation (EU) 2016/679, which came into force in the UK in May 2018 and replace the Data Protection Act 1998.

Generally, our processing of your personal information as described in this policy is allowed by these laws because we have a legitimate need to carry out the processing for the purposes described above.

Some processing may also be necessary so that we can perform a contract with you or because it is required by law. We only use your information to send you marketing communications by email or text with your consent, and you can always opt out of receipt of marketing communications by post or telephone as explained below.

Job and volunteer applicants and current and former employees

We have a separate privacy policy for job applicants, and for staff and volunteers. This is supplied to



job applicants on application, and to staff and volunteers internally. It is also available on request.

Other websites

We cannot be held responsible for the privacy of data collected by websites not owned or managed by Unity, including those linked through our website.

Emails terms of use

Emails are not always secure, and they may be intercepted or changed after they have been sent. Unity does not accept liability if this happens. The contents of emails reflect their author's views and not necessarily those of Unity.

Please do not send Unity any financial data through email.

The information in emails is confidential, so if you've received one by mistake, please delete it without copying, using, or telling anyone about its contents.

Cookies and how we use them

What are cookies?

Cookies are text files containing small amounts of information which are downloaded to your device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device and to target the content displayed to the user's interests.

You can find more information about cookies at: www.allaboutcookies.org and www.youronlinechoices.eu

Do we use cookies?

No

Website statistics analytics, testing and personalisation

We do not use a web analytics service

Other third-party cookies

You may notice some other cookies that are not related to Unity's website whilst visiting www.unityonline.org.uk Some of our pages contain embedded content such as YouTube video, Twitter feed or Facebook likes and you may receive cookies delivered from these websites. Unity uses a third party provider, Mailchimp at mailchimp.com. who may also leave cookies. Unity does not govern the publication of third-party cookies. To understand more about their cookies and privacy statements, please visit the relevant sites.