



Privacy Notice

Cabs4u

Cabs4u is committed to protecting your personal data and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect personal information in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

Who We Are

Cabs4u is the **Data Controller** for the personal data we process.

Contact details:

Email: info@cabs4u.org

What Personal Data We Collect

We may collect and process the following information:

- Name
- Address
- Telephone number
- Email address
- Journey and booking details
- Information required to provide transport services

For home-to-school or supported transport, we may also process **special category data**, such as health or mobility information, where this is necessary and lawful.

How We Use Your Data

We use personal data to:

- Provide and manage transport services
- Communicate with customers, parents, schools, and local authorities
- Meet safeguarding and contractual requirements
- Comply with legal and regulatory obligations

We do not sell or rent personal data to third parties.

Lawful Basis for Processing

We process personal data under one or more of the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Legitimate interests
- Consent (where required)

Special category data is processed only where permitted by law.



Who We Share Data With

We may share personal data with:

- Local authorities (for contracted transport services)
- Regulatory or law enforcement bodies where legally required
- Trusted service providers acting under contract

All third parties are required to protect your data and comply with UK GDPR.

How We Protect Your Data

We use appropriate technical and organisational measures to keep personal data secure, including:

- Restricted access on a need-to-know basis
- Secure IT systems and passwords
- Locked storage for paper records
- Staff training and confidentiality obligations

How Long We Keep Your Data

We retain personal data only for as long as necessary and in accordance with legal and contractual requirements. Data is securely deleted or anonymised when no longer required.

Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request deletion (where applicable)
- Restrict or object to processing
- Withdraw consent at any time (where consent applies)

Requests can be made by emailing info@cabs4u.org We will respond within one calendar month.

Data Breaches

If a data breach occurs that poses a risk to your rights and freedoms, we will notify you and, where required, the Information Commissioner's Office (ICO).

Complaints

If you are unhappy with how we handle your data, you may complain to the **Information Commissioner's Office (ICO)**:

Website: <https://ico.org.uk>

Helpline: 0303 123 1113



Policy Updates

We may update this Privacy Notice from time to time to reflect changes in law or our services. The latest version will always be available on our website.