

Harbury e-Wheels Data Policy

All passengers of Harbury e-Wheels are referred to us by the local agencies that we work with. The referring agency is responsible for confirming the passenger's need for our service. Harbury e-Wheels never shares any data we hold with anyone outside Harbury e-Wheels.

Passengers

There are two categories of passengers that we provide transport for:

1) Registered Passengers

The referring agency will initially provide Harbury e-Wheels with contact information about a new *Registered Passenger*. The passenger will contact us by phone (or possibly email) to request a trip or group of trips, and we will contact them to confirm the trip details.

2) Agency Referred Requests

The referring agency will always contact us with new requests for their clients. These requests will be for a single trip or a group of trips. We will never contact these passengers directly unless specifically agreed with the agency and their client.

Data

We store Harbury e-Wheels data on a shared drive. Access to this drive is only given to e-Wheels drivers and coordinators. The main data held is:

1) Request Log

The Request Log for the current year is used by the coordinators to record individual journey requests, and for drivers to record the hours used for each individual trip.

2) Archive Request Log

The Archive Request Log holds entries for previous years, and is only used for data analysis; e.g. number, duration and types of journeys. Access is restricted to this archive log.

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