

GDPR, Section 19 and Personal Data Forms

The General Data Protection Regulation (GDPR) gives control to individuals over their personal data and imposes controls on how organisations may gather, use and manage this data. It is implemented in UK law by the Data Protection Act 2018 and it requires everyone to process all personal data lawfully, fairly and in a transparent manner.

Section 19 of the Transport Act 1985 allows permit holders to operate transport services for hire or reward without the need for a full public service vehicle operator's licence. LAMA has been granted a Section 19 permit by the Community Transport Association (CTA), but this permit does not allow the carriage of members of the general public.

People wishing to use LAMA services must book in with the Booking Clerk and fall within one of the following classes:

- A member of LAMA.
- A person whom LAMA exists to benefit.
- A disabled person (and their helper).
- A pupil or student (and their educational staff and helpers).

To help demonstrate that LAMA operates in compliance with GDPR and Section 19 requirements, LAMA minibuss passengers are invited to complete, sign and return a personal data form. On rare occasions, you as a driver might be asked to help with this.

In completing a personal data form, passengers are offered the opportunity to provide details of "In Case of Emergency (ICE)" information. A list of ICE contact details will be included with your Journey Sheet where this information has been provided.

You are responsible for the safety of your passengers only whilst they are on the minibus, which includes embarkation and disembarkation. If a passenger is late for their pick-up then you may, at your discretion, wait for up to 10 minutes. If your "passenger and ICE details list" has their mobile number, then you could try phoning them. After that, you should inform the Booking Clerk and the passenger may be left behind. However, if the passenger has provided ICE information then you should try to speak to that contact before informing the Booking Clerk.

If you have a passenger who does not appear on your "passenger and ICE details list", then it would be helpful if you could ask them whether they have been invited to complete a personal data form. If not, then you may invite them to do so. A small stock of personal data forms and stamped addressed envelopes, together with some simple compilation notes, are kept in the drivers cab for this purpose. The new passenger can then, if they wish, fill in the form in their own time at home.

Please remember that the "passenger and ICE details list" contains private personal data and that the information should be treated "IN CONFIDENCE". At the end of your journey, please include the list in the same sealed envelope as your journey sheet and fares.