



SERT MOTOR VEHICLE POLICY

Table of Contents

8. MOTOR VEHICLE POLICY

8.	SERT Vehicle Policy Handbook	3
8.1	Introduction and purpose	3
8.2	Responsibilities	3
8.3	Procedures	4
8.3.1	SERT and privately owned vehicles	4
8.3.2	Usage of SERT vehicles and limitations of use	4
8.3.3	Drivers	4
8.3.4	Pregnant drivers	4
8.3.5	Driving licence check procedure	5
8.3.6	Planning the journey	5
8.3.7	Fuel usage and fuel card	5
8.3.8	Alcohol and drugs	6
8.3.9	Risk assessment and reduction	6
8.3.10	Driver fatigue	7
8.3.11	Maintenance procedures	7
8.3.12	Petrol (diesel)	8
8.3.13	Oil (including engine oil, brake & power steering fluids)	8
8.3.14	Water	8
8.3.15	Electronics (including lights and battery)	8
8.3.16	Rubber (including tyres, wipers and drive belts)	8
8.3.17	ABS braking	8
8.3.18	Vehicle condition checks	8
8.3.19	Seatbelts	8

8.3.20 Mobile Phone usage	8
8.3.21 Smoking	9
8.3.22 Driving in adverse weather	9
8.3.23 Emergency breakdowns	9
8.3.24 Guidance for breakdowns	9
8.3.25 Safety action list in the event of an accident or personal injury	9
8.3.26 Accident investigation and follow-up	10
8.3.27 Incidents	11
8.3.28 Giving First Assistance/first aid	11
8.3.29 Driving alone and how to deal with incidents	11
8.3.30 Vehicle Security	12
8.3.31 Violence and harassment	12
8.3.32 Insurance Certificate and legal aid protection	12
8.3.33 Notice of Intended prosecution	12
8.3.34 Notification on driving offences	12
8.3.35 Personal Protective equipment	12
APPENDIX 1: Acknowledgement of Receipt of Drivers Vehicle Drivers Handbook	13
APPENDIX 2 – Motor Insurance Driving Licence Check Form	14

MOTOR VEHICLE POLICY

8. SERT Vehicle Policy Handbook

8.1 Introduction and purpose

SERT is committed to the delivery of its obligations under Health and Safety legislation with regard to driving as volunteers, and recognises that there are specific risks to drivers who are driving on behalf of SERT.

SERT has introduced this policy with the objective of identifying and minimising those risks and encouraging safe driving in order to reduce the number of accidents and comply with its legal obligations. The overall purpose is to provide guidance on SERT rules related to driving and to ensure that all SERT volunteers are aware of the health and safety implications of using a SERT vehicle or for using any vehicle on SERT business.

The practice of safe driving is essential to maintain all our drivers' ability to perform their roles effectively. SERT endeavours to achieve the highest standards in all areas of health and safety and SERT drivers are relied upon to observe the RSA rules of the road as may be updated from time to time and in line with all relevant legislation and national guidance in place at the time, in addition to guidance related to the use and maintenance of their vehicles.

All SERT drivers are required to operate their vehicles, at all times, in a responsible and considerate manner, with due regard to the safety of themselves and others, the objective being to minimise the risk of accident. SERT vehicles are expensive items of business equipment that must be maintained in a legal, road worthy condition at all times. Every driver of a SERT vehicle is required to read this document and become familiar with the various sections.

8.2 Responsibilities

The Board gives their full support to this policy to ensure that all appropriate resources in the form of finance, equipment, personnel and time are made available in respect of maintaining appropriate standards of driving whilst volunteering with SERT.

Co-ordinators are responsible for vehicles to ensure that the vehicle is being kept in good condition. They are also responsible for maintaining accurate records and all responsibilities outlined in the volunteer policies relating to co-ordinators. New co-ordinators will be trained in their role. This will include:

- Vehicle handovers to new drivers.
- Ordering and tracking of new and returned vehicles.
- The issuing of new tax discs.

- Fuel card issues and payments.
- The issuing of insurance documents.
- Liaising with Health & Safety Representative reference accident rates and training requirements.

8.3 **Procedures**

8.3.1 **SERT and privately owned vehicles**

SERT's fleet comprises a range of vehicles. The use of privately owned vehicles for SERT business is prohibited at all times.

8.3.2 **Usage of SERT vehicles and limitations of use**

The use of a SERT vehicle for any purpose other than SERT business is prohibited.

8.3.3 **Drivers**

Drivers must be over 25 years or under 69 years (current drivers can be up to 75 years old if they volunteered prior to 1st January 2017. Drivers must be approved by the local SERT coordinator prior to driving SERT vehicle.

8.3.4 **Pregnant drivers**

If you are pregnant there is no need to give up driving. Pregnancy gives no exemption to wearing a seat belt. For safety and comfort, try to ensure that the straps cross the body above and below the bump, not over it.

8.3.5 **Driving licence check procedure**

Driving licences must be submitted for inspection to the co-ordinator before volunteering commences. Drivers must complete the Driving Licence Check Form, see Appendix 2. The Driver is required to declare any changes to the status of their driving licence and any medical changes that could affect their driving, not previously reported including any penalty points that they have received.

8.3.6 **Preparing for the journey - Recommended Guidance**

When driving on long or unfamiliar routes or spending some time away from home or base, driving can become much safer and less stressful if a little time is spent beforehand preparing for the journey. The following guidance is recommended:

The driver:

- Please carry your driving licence with you in case you are stopped by the Garda and asked to produce them.
- Ensure that you are safe to drive. Do not drive if you feel tired or unwell.
- Ensure the vehicle is well ventilated.

The vehicle:

- Make sure your vehicle is roadworthy before you set out.
- Carry a maximum of eight passengers.
- Make sure nothing is left loose on seats or in the foot-wells.

8.3.7 Fuel usage and fuel card

Drivers are encouraged to practice driving techniques which reduce fuel consumption. Two good reasons for this are firstly, the cost of fuel keeps increasing and secondly, the effect of fuel emissions on the environment. There are several techniques that help:

- Drivers are issued with a fuel card and are responsible for recording vehicle registration and mileage details when purchasing fuel. Fuel cards must only be used for cars/vehicles allocated to drivers by the Co-ordinator.

8.3.8 Alcohol and drugs

Drivers should not drive any vehicle under the influence of alcohol or illegal drugs. Drivers taking medicines or prescribed drugs under the direction of their GP, dentist or other doctor or on the advice of a pharmacist should check whether or not driving is contra-indicated. If a driver is taking a prescribed drug which might affect his/her ability to drive, they should not drive.

8.3.9 Risk assessment and reduction

To manage the risks associated with driving, SERT requires the drivers to treat every journey as a managed journey, not something to be left to chance. As stated earlier in this document, if a driver feels unfit to drive for any reason, please bring it to the attention of your Co-ordinator before you begin to drive. The main elements of risk assessment are described below:

- Look for hazards that may result in harm when driving on public roads

- Decide who might be harmed, including the driver and passengers
- Evaluate the risk and decide whether existing precautions are adequate or more should be done.
- Record the findings
- Review the assessment and revise if necessary

The following should also be considered:

- Driver familiarity with the vehicle
- Reading and understanding the car manufacturer's handbook
- Reading and understanding SERT driver handbook
- Road types and conditions
- Distance to be covered
- Reasonable time allocation and journey planning
- Allowance for sufficient breaks
- The likelihood of traffic density causing delays to the daily schedule
- Areas with a high pedestrian activity
- Speed limits, potential diversions and other road conditions outside the control of the driver
- Weather conditions
- Overall working hours
- Maintenance of the vehicle to the manufacturer's standard
- Distractions or potential distractions (e.g. radio/passengers/mobile phone)
- Any known traffic delays
- Planning an alternative route in case there is a traffic delay
- Potential influence on the driver of prescribed or over the counter medication
- General health of the driver at the time of the journey
- Does the journey need to be taken or can the business be successfully handled in another way

8.3.10 **Driver fatigue**

- Make sure you are fit to drive. Do not undertake a journey if you feel tired before setting out

- If you begin to feel drowsy while driving open windows, turn on the radio, chat to the passengers, and if necessary look for a safe place to stop for a break.
- Caffeine from two cups of coffee or a high caffeine drink taken immediately before a nap can also prove beneficial. Be aware this is only a short-term measure lasting around 40 minutes.
- None of the above techniques should be used to prolong driving. Fatigue is a highly dangerous state which has the potential for minor errors to develop into life threatening situations.

8.3.11 **Maintenance procedures**

A driver and co-ordinator are responsible for carrying out the regular checks described in the vehicle manual. The safety of the vehicle is the driver's responsibility in conjunction with the co-ordinator. Follow the manufacturer's handbook for servicing and regular checks. Your handbook should illustrate the location of the main items to check every day/week and before major journeys. The following memory aid POWER (petrol, oil, water, electronics, rubber) may help you to remember to check:

Before you start your daily journey you should always ensure that:

- You check the dashboard warning lights both before and after starting the engine.
- There are no unusual noises once the engine is running.
- All the lights are both clean and working.
- The windscreen and all other windows are clean.
- You have sufficient fuel.

8.3.12 **Petrol (diesel)**

Have you enough fuel to complete the journey, or at least to reach a filling station?
Fill up regularly.

8.3.13 **Oil (including engine oil, brake & power steering fluids)**

Check the oil warning light before departure.

8.3.14. **Water**

Check the radiator and windscreen washer warning lights before departure.

8.3.15 **Electronics (including lights and battery)**

All lights fitted to the vehicle must be working, clean and adjusted to prevent dazzle.

Check all your warning lights and instruments.

Ask another person to stand at the rear of the vehicle as you test rear brake lights, reversing lights, etc.

8.3.16 **Rubber (including tyres, wipers and drive belts)**

Tyres must be inspected by the driver. If there is a problem with a tyre or if it needs to be replaced the Driver should inform their Co-ordinator who will direct the Driver to the nearest Tyre Fit premises. Tyres must be properly inflated and free from cuts and other defects. Check the tyre pressure warning light before each journey. Use the tread wear indicators moulded into the grooves round the tyre to help judge when to change them. Uneven wear could indicate a fault.

- Clean the wiper blades to prevent smearing and replace them when worn.
- You should bring any deficiencies to the attention of your Co-ordinator.

8.3.17 **ABS braking**

Most new car/vehicles models offer ABS brakes which is the Antilock Braking System. Check that the ABS warning light goes out after starting the vehicle.

8.3.18 **Vehicle condition checks**

There is a driver checklist which should be followed daily.

8.3.19 **Seatbelts**

The presence of an airbag in a vehicle does not mean that you do not have to wear a seat belt. Wearing seat belts saves lives and reduces the risk of serious injury in a crash. The Law requires everyone to wear a seat belt if one is available, unless you are exempt (exemption certificates are only available via your GP).

8.3.20 **Mobile phone usage**

Use of a mobile phone is prohibited whilst driving. If calls are urgent then the driver should stop, park in a safe area with the engine switched off and only then make the call.

8.3.21 **Smoking**

Smoking in SERT vehicles is prohibited at all times. All vehicles should display a 'No Smoking' sign in their vehicle.

8.3.22 **Driving in adverse weather**

- See and be seen –dipped head lights should be used to ensure the vehicle is seen by others.
- Before setting off in hazardous conditions, if the driver is worried about driving conditions he/she should contact the coordinator.

8.3.23 **Emergency breakdowns**

- If the vehicle breaks down whilst driving, the driver should remove the vehicle from the carriageway (if both safe and practical to do so) and contact the coordinator.

8.3.24 **Guidance for breakdowns**

- Stay calm, breakdowns are common and can be dealt with easily.
- If you have enough warning of an impending breakdown, try and pull up in a busy well-lit place.
- All SERT vehicles carry two reflective jackets, a warning triangle and a first aid kit.
- Contact the coordinator immediately to arrange transfer of the passengers and disposal of the vehicle.

8.3.25 **Safety action list in the event of an accident or personal injury**

The personal safety of both the driver and passengers and the safety of any driver and passengers are of prime importance. However, the safety of other road users and pedestrians not directly involved in the accident must also be taken into account. In the event of an accident, ensure that the people involved move on to the pavement, hard shoulder or embankment (if on a motorway). If safe to do so, move the vehicle/s to the side of the road. The Garda must be called if anyone has been injured or if the road has been blocked by the accident. If the accident is relatively minor, with no injuries to the people involved and no risk to the safety of other road users or pedestrians, there is no requirement to call the police. The process for managing the accident is as follows:

- Exchange insurance details with the third party. (If the third party refuses to cooperate the Garda must be called even if the accident is relatively minor).

- Record the name and address of any party involved and take photographs of the vehicles and their position on the road.
- Record the registration marks of all vehicles involved and the nature of the damage.
- Ask for and record the names and addresses of any witnesses to the accident.
- If it has been necessary to call the police, record the badge number of any Garda officers present.
- Record details of the width of the road and road names, position of vehicles involved, speed, direction of travel, skid marks on the road, position of traffic signs, traffic islands, turnings etc. in the area. Show these details in a sketch. (Please note that you are expected to make every effort to record these details but you are not expected to draw a sketch at the side of the road. This must be done as soon as it is feasible to do it).
- Record the weather conditions and visibility.

If the vehicle is equipped with a mobile phone which has a camera, drivers are requested to make use of this equipment, if feasible after an accident. If you are unable to take details of the owner of a vehicle or property, you must report the accident to the Garda within 24 hours. An example could be if you were to collide with a parked car or other stationary property or if you return to your vehicle and find it in a damaged condition. Do not admit liability or fault regarding your driving or the condition of the vehicle. No offers or promises should be made to third parties without the prior consent of SERT insurers and without taking legal advice. The Garda should be given all reasonable assistance.

You are required to notify your Co-ordinator as soon as possible after the accident. If you receive any letters at your home address from third party insurers, pass them to your Co-ordinator immediately. Do not enter into any correspondence without first checking with your Co-ordinator. You must complete all relevant documentation as soon as you receive it and you must return it immediately to the coordinator.

8.3.26 Accident investigation and follow-up

If it is proven that the accident damage was the fault of a third party, SERT will pay the policy excess and seek recovery from the third party insurer. If the Driver of SERT was at fault then SERT will pay the excess payment. SERT reserves the right, at its own discretion, to remove authorisation to drive from any authorised named driver. When a driver is involved in a road traffic accident whilst driving a SERT vehicle which has resulted in injury to the driver however minor, the driver must be passed as fit by his or her GP before driving another SERT vehicle.

8.3.27 Incidents

An 'incident' might be a stone chip, minor dent or scuffed bumper. Incidents must be reported to your Co-ordinator.

8.3.28 Giving first assistance/first aid

If a driver is involved in an accident or is present at the scene of an accident, the driver may give assistance and/or first aid, depending upon the level of competence of the driver and also bearing in mind that the first duty of the driver is to keep him or herself safe. The extent to which first aid can be provided might be simply to call an ambulance and to talk to the injured person and try to make them comfortable until help arrives. There is no expectation on a driver to have any first responder qualifications.

8.3.29 Driving alone and how to deal with incidents

- When driving alone don't give hitch-hikers a lift.
- If you see an incident, a crash or if someone tries to flag you down, think first. Is it genuine? Could you help? It might be safer and more practical to report what you have seen at the next convenient Garda station or make a phone call when stationary in a safe place. You may use the emergency telephones on a motorway to get Garda assistance.
- If you think you are being followed, don't go home, keep calm and continue driving until you come to a busy place; a police, fire or ambulance station; pub or garage forecourt and ask for assistance. If you are afraid to get out of your vehicle on arrival, simply sound your horn repeatedly, you will quickly draw attention to yourself.
- If a vehicle pulls up alongside you and the occupants try to attract your attention, ignore them and don't make eye contact. If they persist, follow instructions as indicated in the previous paragraph.
- Beware of other drivers signalling faults on your vehicle, it could be a ploy to get you to pull over. Instead, drive on slowly until it is safe to stop and check yourself in a busy well lit area.
- If a vehicle pulls up in front of you and causes you to stop, never turn off the engine. Stay calm and if the driver approaches you, reverse as far as possible without causing danger, continually sound the horn and activate your hazard lights, regardless of whatever time of day or night it is. Ensure that all your windows are closed and the doors locked. If you have a mobile phone, use it to call the Police. Let the persons in the other vehicle see you do this, it may deter them.

8.3.30 Vehicle security

If practicable, SERT and personal property should be removed from any vehicle that is to be unattended for an extended period of time. All drivers are advised not to leave valuable personal property in a SERT vehicle. To avoid the vehicle being stolen or broken into, the following may help:

- Remove the ignition key and engage the steering lock.
- Lock the vehicle and set the alarm, if fitted, even if leaving it for only a few minutes.
- Close all windows completely.
- Remove all valuables/contents and lock them in the boot. Nearly a third of all stolen credit cards are from vehicles.
- Never leave the vehicle registration documents in the vehicle overnight
- Use attended or secure vehicle parking areas. Park in a well lit area.

8.3.31 Violence and harassment

In the context of driving a SERT vehicle, if a driver is subjected to violence or harassment outside SERT whilst in the pursuance of their duties, they must call the Garda

8.3.32 Insurance certificate and legal aid protection

SERT's vehicle insurance covers all drivers registered with the coordinators..

8.3.33 Notice of intended prosecution

Any SERT vehicle driver who receives a notice of intended prosecution or penalty points should immediately inform the Co-ordinator.

8.3.34 Notification on driving offences

SERT is not responsible for any fines relating to the use of the vehicle including speeding, other driving offences, parking and removal of immobilisation devices.

8.3.35 Personal protective equipment

In the case of accident or breakdown, drivers must wear the high visibility vests provided when outside the vehicle at the side of the road.

Appendix 1

ACKNOWLEDGMENT OF RECEIPT OF DRIVER HANDBOOK

- The Driver Vehicle Drivers Handbook contains important information about SERT and the use of its vehicles, and I understand that I should consult my Co-ordinator regarding any questions not answered in the handbook.
- Since the information, policies, and benefits described herein are subject to change at any time, I acknowledge that revisions to the handbook may occur. All such changes will generally be communicated through Co-ordinator, and I understand that revised information may supersede, modify, or eliminate existing policies.
- I have had an opportunity to read the handbook, and I understand that I may ask my Co-ordinator any questions I might have concerning the handbook. I accept the terms of the handbook. I also understand that it is my responsibility to comply with SERT 's policy contained in this handbook, and any revisions made to it. I further agree that if I remain with SERT following any modifications to the handbook, I thereby accept and agree to such changes.
- I have received a copy of the Vehicle Handbook on the date listed below. I understand that I am expected to read the entire handbook. I understand that this form will be retained by SERT.

Signature of Driver

DRIVER'S NAME - PRINTED

Date

APPENDIX 2 – MOTOR INSURANCE DRIVING LICENCE CHECK FORM

Motor Insurance

Name _____ Address _____

Please confirm if you have:-

Yes

No

- a) Had any accident, loss, fire or theft claim in the last 5 years, regardless of blame?
- b) Ever suffered or are currently suffering from any physical or mental disability, infirmity or fits, diabetes, heart complaint or other medical condition which may impair ability to drive?
- c) Ever been refused any motor vehicle insurance or continuance thereof or been required to pay an increased premium or had special conditions imposed by any motor insurer?
- d) Received a warning, verbally or in writing of any possible pending prosecutions?
- e) Ever had any type of motor conviction and/or endorsement?
- f) Ever had any type of conviction i.e. criminal conviction of any kind?
- g) Ever held or hold a PSV licence?
- h) Ever been disqualified from driving?
- i) Received more than 4 Penalty Points or have Penalty Points Pending?

If the answer is "Yes" to any of the above questions (a) to (i), please provide full details.

if you need more space please continue overleaf

Signed: _____ Date: _____

Name

For Office Use:

Copy of licence attached: Yes No (if no why _____)

Signed: _____

Date submitted : _____

SERT Motor Vehicle Policy

Signature: _____

I confirm that I have received and understand the SERT's

Motor Vehicle Policy and will adhere to all its contents thereof

Name: _____
(PRINT NAME)

Signed: _____

Date: _____



SERT GIFT POLICY

Table of Contents

9	GIFT POLICY	
9.1	Purpose and Scope of Gift Policy	2
9.2	Receiving Gifts	2
9.3	Declining a gift:	2
9.4	Giving Gifts	2
APPENDIX 3	Financial Procedures	4

9 GIFT POLICY

9.1 Purpose and Scope of Gift Policy

1. SERT is committed to an ethical environment for all volunteers and members of the Board. Giving and receiving certain gifts cannot be part of a charity and this policy provides rules to guide decisions related to gifts. This policy will be reviewed regularly.
2. This policy applies to all volunteers and members of the Board. Any violation may result in disciplinary action up to and including termination.
3. Gifts can create a perception of conflict of interest that can undermine the integrity Of SERT.

9.2 Receiving a Gift

Any volunteers or board member who inadvertently accepts an unsolicited gift from an individual should within three business days submit a written report to his or her co-ordinator or in the case of members the Board to the Chairperson of the Board and the Honourable Treasurer specifying the date the gift was received, the donor, the estimated value, and other relevant information.

The Co-ordinator should pass the gift and relevant information to the Chairperson of the Board and Hon Treasurer

9.3 Declining a gift:

This should be undertaken by the Chairperson of the Board and the Treasurer.

- 1 The gift should be returned to the sender, with a note advising that acceptance would be contrary to SERT 's policy.
2. Details of returned gifts must be notified at once to the recipient's co-ordinator.

9.4 Giving Gifts

There will be occasions when it is appropriate for a SERT board member to show appreciation by way of a small gift, for example a gift to a retiring member of the board or volunteer. This gift on retirements is allowed.

**I confirm that I have received and understand the SERT's
Gift Policy and will adhere to all its contents thereof**

Name: _____
(PRINT NAME)

Signed: _____

Date: _____

APPENDIX 1

FINANCIAL PROCEDURES TO BE ADHERED TO BY SERT PERSONNEL

DONATIONS

SERT Personnel are not to accept cash donations from the public; they should thank the donor and instruct the donor to put the cash into the SERT donations box in UPMC Whitfield. This donations box will be opened monthly by Michelle Kearns (UPMC) and a member from the board of SERT. Cheques and bank drafts can be accepted and they are to be made payable to SERT.

Cheques and bank drafts can be placed in the donations box or alternatively given to the relevant co-ordinator for lodging to the SERT bank account.

FUNDRAISING

- Prior approval must be sought from the board of SERT before any major fundraising events can be undertaken with SERT as a benefactor and for the use of the SERT logo.
- If the event is a small local event the approval can be got from the local SERT coordinator or board member.
- The event must be conducted in accordance with all applicable laws.
- A SERT member must be in attendance of any such event.
- All monies collected must be counted and checked under dual control by the organiser and SERT personnel. All cash/coin must be counted under dual control and a bank draft obtained and placed in one of the pre-printed envelopes. A receipt must be written using the pre-printed receipt book, and the top copy given to the event organiser.
- The bank draft to be lodged into the SERT bank account using the lodgement book provided only.
- The receipt book and lodgement book to be returned to the treasurer annually – date to be advised by the treasurer/auditor.

EXPENSES

Each area/branch of SERT will receive a float cheque at the beginning of the financial year. Each area to record all expenses in the ledger provided (Receipt for each entry to be provided).

All receipts must be kept, attached to the ledger and the ledger and receipts returned to the treasurer annually – date to be advised by treasurer/auditor.

The balance of the float to be lodged into SERT bank account; and specifying area/branch in the narrative.

SERT DATA PROTECTION POLICY

Table of Contents

10 DATA PROTECTION POLICY

10.1	Purpose	2
10.2	Scope	2
10.3	Definitions	2
10.4	Policy	2
10.4.1	Data Protection Principles	3
10.5	Storage of personal data	3
10.6	Retention Periods	3
10.7	Collection and Storage of data	4
10.8	Changes in Personal Details	4
10.9	Security and Disclosure of Data	5
10.10	Interview Records	5
10.11	Email Monitoring	5
10.12	Data Protection Officer	5
10.13	Access Requests	5
10.14	Right to Object	6
10.15	Consent to Communicate	6
10.16	Privacy Statement	7-9
10.17	Breach of Policy	9
	APPENDIX 1 - GDPR SERT POLICIES MANUAL 2019	10-55

10 DATA PROTECTION POLICY

10.1 Purpose

The purpose of this policy is to outline the rights and responsibilities under the Data Protection Act 1988 and the Data Protection (Amendment) Act 2003, and the General Data

Protection Regulations (GDPR). SERT is committed to complying with its legal obligations with regard to the Acts and this policy should be read in conjunction with all other policies.

10.2 Scope

This policy applies to all volunteers of SERT, SERT's contacts, the Board and any third parties which may provide personal data to SERT.

This document should be read in conjunction with the GDPR policy attached thereto at Appendix 1.

10.3 Definitions

- Personal data is any information related to an identified or identifiable natural person ('data subject'). This definition not only includes names and other factors specific to the identity of the individual but also online identifiers such as an IP address and location data.
- 'Sensitive personal data' are specific categories of personal data related to a person's: race or ethnicity; political, religious or philosophical beliefs; sexual life or sexual orientation; health; genetic or biometric data; criminal record; or trade union membership. There are additional requirements for the protection of sensitive personal data. 'Processing of personal data' can cover the many different uses of that data, including: collecting, recording, storing, adapting, using, disclosing and deleting data.
- The General Data Protection Regulation (GDPR) applies to both 'data controllers' and 'data processors'.
- A data controller is a person/company/other body, who either alone or with others, controls the contents and use of personal data.
- A data processor is a person/company/ other body, who processes personal data on behalf of a data controller but does not include a volunteer of the data controller who processes such data in the course of his/her volunteering with SERT. The rights cover data related to identified or identifiable persons () held either electronically or physically – this includes physical files, emails, Customer Relationship Management (CRM) systems, images or recordings of individuals.

10.4 Policy

Under the Data Protection Acts and GDPR, volunteers and passengers have a right to obtain a copy of any information relating to them kept on a computer or in a structured manual filing system regardless of when the data was created. Volunteers/Clients can make access requests

for information held about them. All data subjects under the GDPR will have the right to request to rectify inaccurate personal data, request to be forgotten , request to restrict the processing of his/her data and object to direct marketing.

10.4.1 **Data Protection Principles**

Under the Data Protection Acts, data must be:

- Obtained and processed fairly
- Accurate, complete and kept up to date
- Obtained only for one or more specified, explicit and legitimate purpose
- Shall not be processed in a manner incompatible with these purposes
- Adequate, relevant and not excessive
- Shall not be kept longer than is necessary
- Should be controlled with appropriate security measures

10.5 **Storage of personal data**

Personal data kept by SERT shall normally be stored on the electronic database. Highly sensitive data will be stored in a separate file in order to ensure the highest levels of confidentiality.

SERT will ensure that only authorised personnel have access to a volunteer’s personnel file. It may be necessary to store certain other personal data and the Board may have access to certain personal data where necessary. SERT has appropriate security measures in place to protect against unauthorised access.

Contact data shall normally be stored on the CRM and SERT will ensure appropriate security measures to protect against unauthorised access.

10.6 **Retention Periods**

The GDPR does not specify any particular retention periods for personal data. However, it states that personal data may only be kept in a form which permits identification of the individual for no longer than is necessary for the purpose for which it was processed.

For volunteer data, employment legislation dictates retention periods for certain data. Some of these statutory retention periods are set out below.

Volunteer hours and related information 3 years

Volunteer records of your persons 3 years

Accident records

10 years

Other data may need to be retained to defend any actions against SERT. In this regard, account should be taken of the six year limitation period to take a breach of contract claim and the two year limitation period to take a personal injuries claim.

10.7 Collection and Storage of data

SERT processes certain data relevant to the nature of the Employment. SERT will ensure that personal data will be processed in accordance with the principles of data protection, as described in the Data Protection Acts, 1988 and 2003 and GDPR legislation.

Personal data is normally obtained directly from the Volunteer concerned. In certain circumstances, it will, however, be necessary to obtain data from third parties.

Other personal data in relation to passengers is obtained from third parties.

In the case of Contact data, data should be obtained from the Contact themselves. Contacts should be informed what the data will be used for.

The GDPR provides that consent must be “freely given, specific, informed and unambiguous” and crucially, consent may be withdrawn at any time. Silence, pre-ticked boxes or inactivity will not constitute consent.

In the case where Contact data may be used for some purpose other than that originally specified, the Contact should be asked for their consent.

Contact data should never be given to third parties without the express consent of the Contact except where there is a legal obligation to do so.

10.8 Changes in Personal Details

Volunteers are responsible for ensuring that they inform their Co-Ordinator of any changes in their personal details e.g. change of address.

SERT will endeavour to ensure personal data held is up to date and accurate. Data subjects have the right to request inaccurate data about them is rectified.

10.9 Security and Disclosure of Data

SERT shall take all reasonable steps to ensure that appropriate security measures are in place to protect the confidentiality of both electronic and manual data.

Security measures will be reviewed from time-to-time having regard to the technology available, the cost and the risk of unauthorised access. Volunteers must implement all company security policies and procedures e.g. use of computer passwords, locking filing cabinets etc.

10.10 Interview Records

SERT will retain records of interview notes, application forms etc in order to ensure compliance with the Employment Equality Acts, 1998 and 2012 and with the company's Equal Opportunities Policy for a period of 12 months.

10.11 Email Monitoring

SERT provides email facilities. In order to protect against the dangers associated with email and internet use, screening software should be in place to monitor email and web usage.

10.12 Data Protection Officer

The Database and IT Support Manager is the data protection officer for SERT . They have overall responsibility for ensuring compliance with data protection legislation. All volunteers must co-operate with the Database and IT Support Manager when carrying out his/her duties.

The Data Protection Officer is also available to answer queries or deal with Volunteers's concerns about data protection.

10.13 Access Requests

Volunteers/Passengers are entitled to request data held about them on computer or in relevant filing sets. This includes personnel records held by SERT . SERT will provide this data within 40 days. The GDPR provides that a data access request must be responded to within 1 month of receipt of the request. This is a reduction on the 40 day period provided for by data protection legislation.

There is a charge of €6.35 for requesting this data, following the introduction of GDPR a data request will be free of charge, except in exceptional circumstances.

A Volunteer or Passenger should make a request in writing to the Data Protection Officer, stating the exact data required and including payment for the request.

Volunteers/Passengers are only entitled to data about themselves and will not be provided with data relating to other Volunteers/Passenger or third parties.

Data that is classified as the opinion of another person will be provided unless it was given on the understanding that it will be treated confidentially. Volunteers who express opinions about other Volunteers in the course of their duties should bear in mind that their opinion may be disclosed in an access request.

A Volunteer who is dissatisfied with the outcome of an access request has the option of using the Organisation's grievance procedure.

In addition SERT is obliged to provide further information to individuals making data access requests. This includes:

- The purposes of the processing
- The categories of personal data concerned
- To whom the personal data has been or will be disclosed
- Whether the data will be or has been transferred outside of the EU
- The period for which the data will be stored, or the criteria to be used to determine retention periods
- The right to make a complaint to the DPC
- The right to request rectification or deletion of the personal data
- Whether the data has been subject to automated decision making

10.14 **Right to Object**

Volunteers have the right to object to data processing which is causing them distress.

Where such objection is justified, SERT will cease processing the data unless it has a legitimate interest that prevents this. SERT will make every effort to alleviate the distress caused to the individual.

An objection should be made in writing to the Data Protection Officer, outlining the data in question and the harm being caused to the Volunteer.

10.15 **Consent to Communicate**

In the case where someone contacts SERT to avail of one of our services, it should be assumed that this person **ONLY** wishes to have contact with us for that reason. Contacts should be asked explicitly if they wish to receive communications from SERT about other services, activities and fundraising and if they decline this should be recorded.

Contact details e.g. email, phone etc. should **NEVER** be shared with third parties except with the explicit agreement of the contact.

With regard to mass emails, these should normally be done in conjunction with Data Protection Officer and a suitable service such as MailChimp should be used. Where this is not possible, a mailmerge should be performed. Where neither of these are possible, mails should

be sent with addresses in the BCC field of the email: this is so that recipients do not see the email addresses of all other contacts in receipt of the mail.

10.16 Privacy Statement

1. SERT is committed to protecting the privacy of users of this website. We are aware that as a user of this website you care about the security and privacy of your information.
2. As you use this website information is received and stored by us. This information is used to enable us to improve the website and to enable us to respond to your requests.

This website uses some cookies to tell us more information about the user's usage of the site, including Cookie Consent and Google Analytics cookies. You can find more information in our Cookie Policy [here](#).

Users can use this website with no loss of functionality if cookies are disabled from the web browser.

Technical details in connection with visits to this website are logged by our internet service provider for statistical purposes. No information is collected that could be used by us to identify website visitors. The technical details logged are confined to the following items:

- The IP address of the users webserver
- The top level domain name used (for example i.e. .com, .net, .biz)
- The previous website address from which the user reached us, including any search criteria used.
- Click screen data which shows the traffic of users around this website (for example pages accessed and documents downloaded).
- The type of web browser used by the website user.

SERT will make no attempt to identify individual visitors, or to associate any technical details listed above with any individual.

3. In order to make a donation to SERT or to register as a SERT volunteer, you will be asked for information when you register with us. We will require, amongst other things your name, email address and country of residence to register you on the website. In addition, when you make a donation on the website, we will also require your credit card number.

4. The information received from you will only be disclosed to such third parties as may be necessary, in order to process your donation. By registering with us and by your use of the site and acceptance of the terms and conditions of use you hereby authorise us to convey this information to suitable third parties with philanthropic, charitable and socially progressive aims.
5. We will take reasonable precautions to prevent the loss, misuse or alteration of information you give us. Agents or contractors of SERT who have access to information you give us in the course of providing services to us are required to keep that information confidential and are not permitted to use it for any purpose other than to carry out the services which they are performing for us.
6. We endeavour to ensure the highest level of security as regards your credit card details, during your use of this site by using Secure Sockets Layer ("SSL Software,") which encrypts information which you have inputted. You should note however, that internet transmissions are never completely private or secure. You accept that any information or message you send to the site may be intercepted or read by others. You hereby acknowledge and accept that we have no responsibility and shall accept no liability whatsoever for loss, injury or damage occasioned by the interception by third parties of your transmissions, or the disclosure of information including but not limited to credit card numbers by any party with whom you transact, nor do we offer any guarantees, warranties or indemnities as to the security or otherwise of any information which you give us.
7. If you have given us information about yourself and would like copies of that information, or you would like us to correct any factual inaccuracies in that information, or if you would like that information deleted from our records, then please contact us at We will use reasonable efforts to supply, correct or delete information about you on our files. We are entitled to charge you a fee for supplying you with copies of information which we hold.
8. If you choose to visit this site and use this site, your visit and use and any dispute arising therefrom in respect of privacy, is subject to this Privacy Statement and our Terms and Conditions of use including the limitations and the exclusions expressed and included therein.
9. This Privacy Statement will be the subject of change and the use of information that we gather shall be subject to the privacy notice in effect from time to time. It shall be your responsibility to check our website frequently to see recent changes.

10.17 **Breach of Policy**

Where a volunteer does not comply with the terms of this policy, they may be subject to disciplinary action, up to and including dismissal as a volunteer.