



Privacy Policy

This policy is intended to inform you how and why yelabus uses personal data from clients, users and other members of the public. When we refer to “we” or “us” in this policy we are referring to yelabus. Employees of yelabus shall include all volunteers and Trustees.

Clients

yelabus will collect personal data about you when you contact us about providing any of our services to you (for example, your name, address, email contact details, telephone number).

During the course of providing services to you, yelabus may collect information about you and/or any other individuals you tell us about. Depending on the nature of the service yelabus provides, yelabus may collect and use special categories of personal data about you or a third party you tell us about (for example, information about health, ethnic origin, religious or philosophical beliefs).

When you become a client of yelabus, or when you enter into discussions to become a client, we may add your personal data to our marketing database in order to send you information about our services. You will always have the opportunity to opt-out.

Marketing

If you are not a client of yelabus and you are a consumer (i.e. you are not representing a business or organisation), we will only send you marketing communications with your consent. If you consent to receive marketing from us, we will add your personal data to our marketing database. yelabus may use post or electronic means of communication if we have a legitimate reason to do so, for example, a survey for clients to help improve our services.

You can contact us at any time at yelabus@gmail.com to opt out, change your contact details or to update your communication preferences.

Visitors to our website

yelabus will collect personal data that you voluntarily provide to us if you fill in a form on our website or apply for a vacancy through the website. This may include your contact details including name, address, email, telephone number and, if you provide it, other categories of personal data, eg medical details.



People who contact us via social media

If you send us a private or direct message via social media, yelabus aims to deal with your enquiry in-house. yelabus will not share messages with any other organisations without your prior consent.

Queries and complaints

If you send a query or complaint to us, we will use the personal data you provide to us (for example, your name and the name(s) of any other individuals involved) in order to process your query or complaint and respond to you.

How we use your information

yelabus only ever uses your personal data if we are satisfied that it is lawful and fair to do so because:

- you have given your consent to us using your data for the specific purposes described in this privacy notice
- it is necessary to enter into, or perform, a service with you
- in order to comply with a legal obligation
- for our own (or a third party's) legitimate interests provided your rights don't override these interests. yelabus may use your anonymised data to identify usage trends and for data analytics as this will help us review and improve our services and offers and under reasonable expectation to provide you with information you would expect to receive or that would benefit and enhance our relationship.

yelabus will only use special categories of personal data relating to you or to third parties you tell us about, when we have your explicit consent and/or where it is necessary to use the information in connection with legal claims.

yelabus will never sell your personal data or share it with third parties who might use it for their own purposes.

Sharing your information

yelabus will not disclose any information you provide to any third parties other than:

- where you have given us consent to share the information
- other third parties where necessary to carry out your written instructions.
- where information such as an email address is passed to our third party service providers, who provide operational and technical support in order to make the delivery of our services more efficient. A list of our third party service providers can be provided to you upon request. Operational and



technical support is provided through various information and technology systems.

- in order to enforce any terms and conditions or agreements between us
- to protect our rights, property and safety, or the rights, property and safety of others eg Safeguarding concerns

yelabus may share results of research that we carry out into the use of our services with third parties but this information will always be anonymised and will not contain your personal information.

Data security

yelabus has appropriate security measures in place to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed.

yelabus holds data electronically which is also copied to remote secure storage.

yelabus stores papers in lockable cabinets in YTC offices when not being actively used.

When necessary, we dispose of or delete your data securely.

yelabus ensures that our employees, agents and contractors are aware of their privacy and data security obligations and we take reasonable steps to ensure that employees of third parties working on our behalf are aware of their privacy and data security obligations.

yelabus limits access to your personal data to those employees, agents, contractors and other third parties who have a need to know.

The transmission of information via the internet is never completely secure. Although we will do our best to protect your personal data, yelabus cannot guarantee the security of electronic data transmitted to us and transmission is at your own risk.

yelabus has put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where yelabus is legally required to do so.

Data retention

yelabus will hold the information for as long as required by law or our regulatory obligations. Our default retention period for personal data is seven years from the date of our service to you or in the event that you or yelabus need to re-open our support



from the date on which the reopened matter came to an end, unless otherwise specified by law.

Please note that personal data held on our client files may be retained for longer periods as it may be necessary to retain this data in order to allow our clients or third parties to protect their legal rights.

These retention periods may be extended or reduced if we deem it necessary.

yelabus reviews the personal data (and the categories of personal data) we are holding on a regular basis to ensure the data we are holding is still relevant to our business and is accurate. If we discover that data we are holding is no longer accurate or necessary, we will take reasonable steps to correct or delete this data as may be required.

Your rights

Under certain circumstances, you have the right to:

- request access to your personal data (usually known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully holding it
- ask us to correct any data that we hold about you which is incorrect, incomplete or inaccurate
- ask us to erase your personal data from our files and systems where there is no good reason for us continuing to hold it
- object to us using your personal data to further our legitimate interests (or those of a third party) or where we are using your personal data for direct marketing purposes
- ask us to restrict or suspend the use of your personal data, for example, if you want us to establish its accuracy or our reasons for using it
- ask us to transfer your personal data to another person or organisation

If you have given your consent to us processing your personal data (for example, consent to receive data about our activities), you have the right to withdraw your consent at any time. To withdraw your consent, please contact yelabus@gmail.com. Once we have received notification that you have withdrawn your consent, we will no longer process your personal data and, subject to our retention policy, we will dispose of your data securely.

Queries and complaints

Our Secretary oversees compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal data, please contact yelabus@gmail.com