

Call & Go
163 West Street
Fareham, Hampshire
PO16 0EF
02393 871724
havanttransport@cfirst.org.uk



Registration to join Call & Go

Please complete all sections of this form and return to the address above.

MR/ MRS/ MISS FIRST NAME.....		FAMILY NAME	
ADDRESS			
.....			
POSTCODE.....		TELEPHONE NO.	
DATE OF BIRTH		MOBILE NO	
EMAIL ADDRESS.....			

Who can register to use Call & Go?

The service is available to anyone who has a mobility or sensory impairment which means that they are unable to or experience difficulty or discomfort in using bus services and don't have their own vehicle.

So that we can plan the most suitable arrangements for your travel please tell us why you are unable to use conventional bus services:

I need a walking stick I need a shopping trolley / walking frame I am visually impaired

I have difficulty using public bus services because.....

I need a manual wheelchair <input type="checkbox"/>	I need an electric wheelchair <input type="checkbox"/>	I need a mobility scooter <input type="checkbox"/>	
*If you need to use your wheel/power chair on the bus, please give the model of Wheelchair/ Electric Wheelchair / Scooter used			
Your approx. weight			
Please note, it is always safer to transfer to a fixed seat for traveling. To remain seated in transit, your chair must be certified as safe for travel.			
Are you able to transfer from the wheelchair to a seat on the bus?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
If unable to transfer, the wheelchair MUST BE CRASH TESTED or cannot stay in situ			
We are able to transport some scooters on the bus, subject to assessment and the passenger must be able to access the bus independently from their scooter.			

Is it essential for another person to accompany you when you use Call & Go? **Yes / No**

If Yes, please say why you need to be accompanied

Are there any medical conditions which you may think are relevant? e.g. heart condition, epilepsy, diabetes, severe mobility restrictions etc

.....
.....

Please note:

- Seat belts must be worn at all times, unless you are medically exempt & enclose a copy of your certificate.
- Dial a Ride is a door to door travel service. However, the driver is not allowed to access your home.
- You can book up to 7 days in advance.
- Only service dogs are allowed to travel on the bus and must stay on the floor next to the passenger

Please give the name of a person whom we may contact in case of any emergency:

NAME:

ADDRESS: POSTCODE:

TELEPHONE NO: MOBILE : Relationship to you:



Notes on Personal Information

- The information on this form will be treated as confidential. The information will only be used to ensure that your journey is safe and comfortable.
- Sometimes customers' health or requirements change, you are requested to inform Dial-a-Ride of any change that is relevant to your travel. Occasionally it is not possible for Dial-a-Ride to offer a service for health reasons.
- Call & Go information is kept on a computer. We are registered under the 1998 Data Protection Act and work according to the eight principles of the Act.
- You will be contacted bi-annually for a review of your details and information.

Please read Community First Terms of Service

Terms of Service

Introduction

The following terms and conditions (the “Terms”) apply to our provision and your use of Community First transport services (including Call and Go, Dial a Ride, Community Transport Hire and Volunteer Driver schemes) These Terms incorporate a summary of our privacy policy which is also available via our website <https://www.cfirst.org.uk/privacy-policy/>.

Please read these Terms carefully. If you do not agree to these Terms, you must not use the Service.

Your Information

With respect to your rights and our responsibilities under these terms of service, ‘we’ (Community First) will: Comply at all times with Data Protection Legislation and shall deliver our services in such a way as keep your information safe.

Specifically we will:

- (a) Maintain up to date records of where and why and how we process your information under our responsibility and make those records available to you on request.
- (b) Process your Personal Information only in accordance with the consent for which you gave it to us, as set out in these terms of service and for no other purpose;
- (c) Process your Personal Information only to the extent, and in such manner, as is necessary for the provision of the service this is taken to be for two years or as is required by Law or any Regulatory Body;
- (d) Implement appropriate measures to protect your Personal Information against a breach of security caused by unauthorised or unlawful processing and against accidental or unlawful destruction, loss, damage, alteration or unauthorised disclosure of or access to your Personal Information.
- (e) Ensure our measures reflect the risk of harm which might result from any such breach of security having regard to the nature of the type of Personal Information protected as required by Article 32 -36 GDPR.
- (f) Take adequate measures to ensure the reliability of any third party supplier Personnel who are authorised access to your Personal Information;
- (g) Ensure that third party supplier Personnel without appropriate authority do not have access to the Personal Data.
- (h) Seek your explicit permission, before sharing your information with any subcontractors or affiliates for the provision of the Services and oblige by way of contract or other legal authority any Subcontractors or affiliates to comply with the same data protection obligations as those set out in these Terms of Service.

- (i) Inform you where Personal Data is stored outside of the EEA - Community First use Google G - suites for cloud hosted infrastructure services. Google services are compliant to EU-US Privacy Shield agreement and GDPR compliant. A copy of Google's white paper on GDPR compliance can be [accessed here](#) and can be made available on request.
- (j) Ensure that all our representatives with access to your Personal Information receive an adequate level of training in data protection
- (k) Ensure that our representatives do not publish, disclose or divulge any of your Personal Information to any third party unless your explicit consent has been given or unless required to do so under law.

Your responsibilities

I confirm that I do not have any condition which may impair my ability to use the service. I will inform Community First immediately should there be any change to my condition so that my suitability may be re-assessed.

Community First reserves the right to refuse the service to customers not complying or adhering to these terms and conditions. This may result in withdrawal of customer membership, which may also affect your usage of other Community First services.

Community First accepts no responsibility for any accidents arising from failure to disclose such information that may be relevant to my ability or suitability to use the service. All users must adhere to these terms and conditions.

You can request access to your information held by Community First at any point by contacting us at info@cfirst.org.uk or on 0300 500 8085.

I understand and agree to Community First storing and using my personal information in line with these terms of service.

I certify that all the information on this form is correct.

Print name:

Date:

Signed:

I found out about this service from:

IF YOUR DETAILS OR CIRCUMSTANCES CHANGE, PLEASE ADVISE US EITHER IN WRITING OR BY PHONE