

# CONNECT APPLICATION FORM



## Passenger Details

Who can register to use Connect?

The service is for anyone whose transport needs are not met by public bus services, including:

- If you live too far from a bus stop
- If you find it difficult getting on and off public buses
- If there is no bus service nearby

**Please note, you do not** need to be registered disabled or use a wheelchair to be eligible for these services.

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		
<input type="text"/>		
Postcode	Email Address	
<input type="text"/>	<input type="text"/>	
Date of Birth	Mobile Number	Landline Number
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Mobility Details

To help us ensure we provide a safe and efficient service, we need to ask about mobility and mobility aids. Please tick all that you require:

Walking Stick <input type="checkbox"/>	Trolley/Walking Frame <input type="checkbox"/>	Cane <input type="checkbox"/>
Manual Wheelchair <input type="checkbox"/>	Electric Wheelchair <input type="checkbox"/>	Mobility Scooter <input type="checkbox"/>

**Please note, it is always safer to transfer to a fixed seat for traveling. If you are unable to transfer to a fixed seat, your wheelchair must be certified as safe for travel.**

Are you able to transfer to a fixed seat?    Yes     No

Prior to your first journey we will arrange for a Mobility Aid Assessment to be carried out, if required, to ensure your aid is safe to be used on our service. Passengers must be able to access the bus independently of mobility scooters as these cannot be driven onto the bus. Electric wheelchairs must be switched to manual and pushed on by the driver.

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## Care & Emergency Details

Passenger assistants will travel at no extra cost, provided the assistant is necessary for all journeys. Passengers recorded as needing an assistant will not be able to travel without one.

Is a passenger assistant essential for your travel? Yes  No

Reason for passenger assistant:

Do you have any medical conditions we need to be aware of?

Please note, seatbelts must be worn at all times unless you are medically exempt, this will need to be documented with your application.

Please provide details of an Emergency Contact. This must be someone who will not be travelling with you as a passenger assistant.

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		
<input type="text"/>		
Postcode	Mobile Number	Relationship
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Notes on Personal Information

- The information on this form will be treated as confidential. The information will only be used to ensure that we provide you with safe and efficient travel.
- Sometimes passengers' health or requirements change, you are requested to inform Connect of any change that is relevant to your travel. Occasionally it is not possible for Connect to offer a service for health reasons.
- Connect 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.

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## Community First Terms of Service

### Introduction

The following terms and conditions (the “Terms”) apply to our provision and your use of Community First Transport Services (including Connect and Community Transport Hire). These Terms incorporate a summary of our privacy policy which is also available via our website <https://www.cfirfirst.org.uk/privacy-and-cookies-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, 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 Microsoft 365 for cloud hosted infrastructure services. Microsoft 365 services are compliant to EU-US Privacy Shield agreement and GDPR compliant.
- 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.

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You can request access to your information held by Community First at any point by contacting us at [support@cfirst.org.uk](mailto:support@cfirst.org.uk) or on 0300 500 8085.

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.

## Declaration

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

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 reassessed.

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

Name

Date

Signature

## Office Use

Initial when completed:

Form Checked

Passenger Added to CA

MAA Booked

MAA Completed

MAA Uploaded

ML Sent