



## Data Processing Notice

The way we use the information we collect in connection with an application for Access to Work reimbursement of the Social and Domestic Contribution for a manual wheelchair, powered wheelchair, scooter or vehicle adaptations is described in this Data Processing Notice.

### What we process your information for:

We ask for information to help us consider whether we can support you with the assistance for which you have applied (your legitimate interests).

The personal information which you provide as part of your request for reimbursement, including any additional information which you may provide by telephone or email if you contact us in connection with your application is processed for the following purposes:

- To consider and determine your application for a reimbursement of your Social and Domestic Contribution for a manual wheelchair, powered wheelchair, scooter or vehicle adaptations;
- If your application is successful, to reimburse your Social and Domestic Contribution paid towards the supported products;

The personal information which you provide as part of your application, (including any additional information which you may provide by telephone or email if you contact us in connection with your application) will also be processed for the following purposes:

- To share your personal information with the Department for Works and Pension in order to check that the information which you have provided to us is true, accurate and not misleading;
- To share your personal information with the supplier of the equipment purchased to check that the information which you have provided to us is true, accurate and not misleading;
- To consider any complaint or appeal which you may make in relation to our decision;
- If your application is unsuccessful and you subsequently make a further application for financial help to Motability, to take that original information into account;
- To comply with legal and regulatory requirements and to adhere to responsible good governance requirements; and
- To conduct, and to contact you for the purposes of, analysis and research for the benefit of disabled persons in accordance with our charitable objectives. In these cases, steps will be taken to ensure that your privacy rights are not inappropriately undermined, which may include making your personal information anonymous so that you cannot be identified from it.

We process this personal information for each of the above purposes because it is necessary to achieve proper and efficient administration of our funding (our legitimate interests).

For full details of our privacy policies, including our data retention periods and your rights as a data subject please see our Privacy Policy at <https://www.motability.org.uk/utilities/privacy-policy>.

Motability is the data controller of the information which we collect and process in connection with this application for Access to Work reimbursement of the Social and Domestic Contribution for a manual wheelchair, powered wheelchair, scooter or vehicle adaptations.

If you have a query in relation to how we process personal information, contact our Data Protection Officer at Motability, Warwick House, Roydon Road, Harlow, Essex CM19 5PX, email [DataProtectionOfficer@motability.co.uk](mailto:DataProtectionOfficer@motability.co.uk). Please mark all email correspondence with “FAO Data Protection Officer” or you can call us on 01279 635999.