

Privacy notice – Elderly and Disabled Bus Pass

Why we need your information

The data on this form is being gathered for the purpose of processing older and disabled person's bus pass applications. Hertfordshire County Council will use this information to ensure all contacts (including calls, emails, online contacts and webchats) are managed effectively to assess eligibility, process applications and give the best customer service possible.

Hertfordshire County Council is legally obliged to collect and process this data to provide mandatory travel concessions under the Transport Act 1985, Transport Act 2000 and Concessionary Bus Travel Act 2007 together with associated regulations.

What we will do with your information

The information you give us will be processed by Serco under contract to the Customer Service and Passenger Transport Unit teams of Hertfordshire County Council and will be used to process bus pass applications and help us to manage and improve the scheme. The information provided may be verified against existing data held by the council. It can also be used for statistical analysis and reporting to help plan and improve the passenger transport network.

We pass this to a third party, Euclid, who print and issue bus passes under contract to Hertfordshire County Council.

We will also share information with third parties if we are legally obliged to do so, for example if it necessary to safeguard or protect a vulnerable adult or child.

We may also share information with the police or other agencies if it is necessary for the following purposes:

- a) the prevention or detection of crime
- b) the apprehension or prosecution of offenders
- c) the assessment or collection of any tax or duty or any imposition of a similar nature

This also includes the internal Fraud service and bus companies in relation to potential fraudulent use of bus passes.

How long we will keep your information

The information that you supply to us will be kept on file for:

- a) Application Data 7 years after creation of the bus pass
- b) Passenger Details 2 years after the last use or expiry of an 'active' bus pass
- c) Bus Pass Usage 8 years after the bus pass transaction data record was created.

What are your rights?

Hertfordshire County Council will be the Data Controller for this information.

You have the following rights in relation to this data:

- You have the right to be informed about what information we hold about you and how we use it.

- You have the right to request copies of any information the Council holds about you by making a subject access request.
- If information we hold about you is factually inaccurate you have the right to have it corrected.
- You have the right to object to the way we are using your data.
- You have the right to request that your data is deleted. However we may be unable to delete your data if there is a need for us to keep it. In this case you will receive an explanation of why we need to keep the data.
- You can also request that we stop using your data while we consider a request to have it corrected or deleted. There may be some circumstances in which we are unable to do this however we will provide an explanation if this is the case.
- In certain circumstances you may also request data we hold about you in a format that allows it to be transferred to another organisation.
- In the event that decisions are taken using automated processes you have the right to request that these decisions are reviewed by a member of staff and to challenge these decisions.

If you would like to request copies of your data, request that your data is deleted or have any other queries in relation to data which the Council holds about you please contact the Data Protection Team.

Data Protection Team
Hertfordshire County Council
County Hall Pegs Lane Hertford SG13 8DQ
Tel: 01992 588099
Email: data.protection@hertfordshire.co.uk

You can also contact our Data Protection Officer at dataprotection.officer@hertfordshire.gov.uk or in writing to the address above.

If you are unhappy with the way that Hertfordshire County Council has used your data or with the way we have responded to a request you also have the right to contact the Information Commissioner's Office www.ico.org.uk.