

Privacy notice – Bus Passes application

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 obliged to collect and process this data under the Mandatory Travel Concession Regulations 2011.

What we will do with your informationss

The information you give us will be processed by Serco under contract to the Customer Service and Transport Access and Road Safety teams of Hertfordshire County Council and will only be used to process bus pass applications.

We pass this to a third party, Novacraft, 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 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 six years.

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.