

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to provide residents with a free National Off-Peak Bus Pass.

Date of Issue: 01 Feb 2019

Update History:

27 Apr 2018	First issue of a new Privacy Notice
01 Feb 2019	Second issue of Privacy Notice updated to reflect change of provider to Euclid

Directorate: Economy & Environment
Service: Transport & Countryside
Team: Transport Services

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

The Data Protection Officer for West Berkshire Council is:

James Gore AMBCS BA

Contact details can be found here: <http://info.westberks.gov.uk/dpofficer>

What data will we collect about you?

For both Older Persons Bus Passes and Disabled Bus Passes we collect:

- your full name
- address
- date of birth
- gender
- telephone number
- email address
- signature

For Disabled Bus Pass Holders we also collect:

- information on the nature of the disability (according to the eligibility criteria)

We also ask for a passport quality photo which will be shown on the Bus Pass card. This is for identification and fraud purposes.

The Bus Pass card is a Smart Card. This enables data about usage to be captured, stored and shared.

For replacement Bus Passes, data such as names and address, dates of birth will be collected in order for us to verify whether a pass can be issued.

Further data maybe required after the application has been completed if details change.

What will we use your data for?

We use your data to confirm your eligibility for a Bus Pass.

For an Older Persons Bus Pass we decide this by age and residency within West Berkshire, so we need your address and date of birth.

For Disabled Bus Passes we look additionally at disability criteria, so we need evidence of your disability to decide whether you qualify for a Bus Pass.

The data we collect is then uploaded into a third party database operated by Euclid. This is used to process and send out the Bus Pass to the registered address.

Data about your travel using the Bus Pass is also held, as required by [ITSO](#) and the National Concessionary Bus Scheme. This helps to calculate the reimbursement payments of concessionary fares to operators and in some instances other local authorities.

Who will see your data?

- Authorised West Berkshire Council staff
 - Our contractor Euclid who processes and sends out Bus Passes – you can read their privacy notice here - <https://www.euclid.co.uk/privacy-policy>
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- For purposes of Criminal and Fraud investigations data may be made available to government/benefit agencies and/or police
- Police references maybe checked for the purposes of verifying a stolen or lost property number.

Why do we do this?

West Berkshire Council run a Concessionary Bus Pass scheme as a Public Authority.

The Council has a statutory duty to perform this function in legislation through the Transport Act 2000 (as modified by the Concessionary Bus Travel Act 2007)
<https://www.gov.uk/government/publications/guidance-for-travel-concession-authorities-on-the-england-national-concessionary-travel-scheme>

More information on West Berkshire Council's Concessionary Fares scheme is available on the Council's website at <https://info.westberks.gov.uk/concessionaryfares>

We can only issue you with a Bus Pass if you consent to us collecting and using your data as outlined.

How long will your data be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on Euclid's database and will be protected using up-to-date technical and organisational security measures.

This database is provided by Euclid who the Council have commissioned to provide the service. Euclid in processing and delivering Bus Passes.

You can read their privacy notice here: <https://www.euclid.co.uk/privacy-policy>

Usage data about journeys made is pseudonymised and kept by a third party contractor Ticketer. Only suitably trained and authorised West Berkshire Council employees have access to full personal data collected as part of the process of issuing a bus pass.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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