

PRIVACY NOTICE – CONCESSIONARY FARES SCHEME

Who is the Data Controller for the information I provide?

Halton Borough Council is the Data Controller for the personal information you provide.

The Council's Data Protection Officer can be contacted on 0151 511 7002 or by email to Jonathan.Greenough@halton.gov.uk

We collect and hold information about you in order to progress your Concessionary Fare Scheme application form.

Why do you need my information?

We need your data in order to progress your application.

What legal basis allows you to use my information?

Concessionary Bus Travel Act 2007 and the Transport Act 1985 (and subsequent amendments)

Do I have to provide this information and what will happen if I don't?

If you do not provide this information we cannot progress your application?

Who will my information be shared with?

Your information may be shared with other departments within Halton Borough Council and administrators of the scheme Cheshire West and Chester Council. For disabled bus pass applications your GP may be contacted to verify your disability meets the minimum level required for qualification, the only details released are your name and address.

How long will you keep this information for and why?

Documents and emails will be kept for seven years.

How will my information be stored?

Your data will be stored electronically in our customer relation database on a secure network.

Will this information be used to take automated decisions about me?

No

Will my data be transferred abroad and why?

No

What rights do I have when it come to my data?

Right to be informed - through this Privacy Notice

Right to rectification – you have the right to have personal data rectified if it is inaccurate or incomplete.

Right of Access - you have the right under the Data Protection Act 1998 (General Data Protection Regulation 2018) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access. To request a copy of your data or ask questions about how it is used download a copy of our form from <https://www4.halton.gov.uk/Pages/councildemocracy/Data-Protection.aspx> and send it to Information Governance Service, Halton Borough

Council, Service Improvement Division, Municipal Building, Widnes, WA8 7QF. Or email informationgovernanceservice@halton.gov.uk

Who can I complain to if I am unhappy about how my data is used?

You can complain directly to the Council's Data Protection Officer by writing to: Data Protection Officer, Information Governance Service, Halton Borough Council, Municipal Building, Widnes WA8 7QF.

You also have the right to complain to the Information Commissioner's Office using the following details: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 08456 30 60 60 or 01625 54 57 45.

Website: www.ico.org.uk