

Halton Borough Council

Travel Desk - Privacy Notice

Who owns your data?

Halton Borough Council is the Data Controller for the personal information you provide to us. This personal data will be used to organise your travel and accommodation arrangements. Halton Borough Council has a contract with an Agent (Redfern Travel) who book travel and accommodation arrangements on our behalf. Therefore, Redfern Travel is the Data Processor for these arrangements. Halton Borough Council is required to pass to Redfern Travel the personal data you provide to us.

If you have a query about the use of your personal data you can contact HBC's Data Protection Officer can be contacted on 01515117002 or by email to Jonathan.Greenough@halton.gov.uk

For information, Redfern's Data Protection Officer is Jim McNeill (jim.mcneill@redfern-travel.com).

What do we do with your data?

We use the information you supply us with to book travel and accommodation on your behalf. Redfern Travel use your personal preferences and requirements when coordinating timetables and availability, and your contact details to purchase, deliver and provide notifications of reservations and services.

While you travel Redfern will use your contact and itinerary information to smooth your journey and deal with suppliers on behalf of the Council, and afterwards the relevant details of your journey or event feeds into their billing processes. Redfern provide your journey data to Halton Borough Council for management information.

For more information about how Redfern Travel use your data please see their Privacy Notice using the link below.

<https://www.redfern-travel.com/privacy-policy/>

How will my information be stored?

Your data will be stored by Halton Borough Council electronically in databases on a secure network and/or securely in paper form.

How long will Halton Borough Council keep my information for?

Seven years in line with the Council's Retention policy.

What legal basis allows us to use your information?

The Council has a legitimate interest to use your information. Processing your information is necessary to enable the Council to book your travel arrangements.

Who will my information be shared with?

We pass your data to Redfern Travel who provide just enough of your data to travel providers and accommodation to fulfil your booking. Redfern use "hubs" like Evolvi (rail), and Conferma (hotel) to do this. For more information about how Evolvi and Conferma use your data please see their Privacy Notices using the links below:

<https://www.evolvi.co.uk/footer-menu/privacy.aspx>

<https://www.conferma.com/privacy>

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

We will be unable to arrange your travel and accommodation arrangements without this information.

Will my data be transferred abroad and why?

No

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

No

What rights do you have to your data?

You have the right under the Data Protection Act 1998 (General Data Protection Regulation) 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

What if I want to make a complaint?

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**

----- END OF PRIVACY NOTICE -----