

## Privacy Notice: GlosTalk App

### What we need and why we need it

Gloucestershire County Council will be what is known as the Data Controller of the data you provide to us. By downloading and using the GlosTalk app you are giving your consent for the app to use your location data. This is to enable the app to provide you with details of where your nearest bus stop is, the available bus services and times of the next bus. The app uses the GPRS system in your phone to communicate to and from the Trapeze system as per normal data usage.

### What we do with it

Trapeze is the developer of the app. The information is stored on their servers which are based in Slough, Berkshire. The servers are in a secure location with restricted access within the Trapeze's offices.

### How long we keep it

Anonymised location data is kept permanently for statistical purposes.

### How else your information will be used

In order to download the app you must be registered with Google/Microsoft/Apple. These providers may/will use your personal information themselves in order to provide you with additional services. Please see their Privacy Policy available

<http://www.apple.com/uk/privacy/>

<https://privacy.microsoft.com/en-gb/privacystatement>

<https://www.google.com/policies/privacy/>

### What are your rights under the Data Protection Act 1998?

If at any point you believe the information we process on you is incorrect you request to see this information and even have it corrected or deleted. If you wish to raise a complaint on how we have handled your personal data, you can contact our Data Protection Officer at [informationsecurity@gloucestershire.gov.uk](mailto:informationsecurity@gloucestershire.gov.uk), and they will investigate the matter.

You can withdraw your consent to your personal data being processed at any time by deleting the app from your phone.

If you are not satisfied with our response or believe we are processing your personal data not in accordance with the law you can complain to the Information Commissioner's Office (ICO).

This privacy notice was last updated on 24 March 2017.