

## **Concessionary Bus Pass Privacy Notice**

### ***Why we collect information about you:***

Gloucestershire County Council is the data controller for the personal information we collect from you. The Council will collect and use your personal information to process requests and arrange printing/dispatch of authorised bus passes. As part of the application process, the customer agrees to the terms and conditions. Without this personal information, a bus pass cannot be issued. The Concessionary Bus Travel Act 2007 requires this authority to keep updated records for all Gloucestershire residents, who through an application process, have been found to be eligible for a Concessionary Bus Pass.

### ***The Information we collect about you:***

Gloucestershire County Council will collect only the personal information we need to perform our functions. The information we collect about you includes Name, Address, Date of Birth and Gender. Telephone and e-mail details are optional. A recent photograph will also be required. For a disability bus pass application, personal information relating to the customer's disability will also be required.

### ***What we will use the information for:***

Gloucestershire County Council will use the information about you to verify eligibility, arrange renewals, replace lost or stolen cards and contact you where necessary, if we need to about this.

### ***How long we keep your information for:***

Gloucestershire County Council will keep your personal data until we are advised that no further bus passes are required, i.e. customer has moved out of Gloucestershire or customer no longer requires a bus pass. The record will then be closed. We are required to keep this information as per the Gloucestershire County Council (GCC) Retention Schedule which can be found at [www.gloucestershire.gov.uk/retention](http://www.gloucestershire.gov.uk/retention)

### ***Who we share your information with:***

Gloucestershire County Council will share your information with our Customer Management System Supplier and our Card Manufacturer. This information may also be shared with other organisations, including the National Fraud Initiative, that audit or administer public funds to eliminate fraud.

### ***Your rights:***

#### **Access to your information:**

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please visit our website using the link below:

<https://www.gloucestershire.gov.uk/council-and-democracy/access-to-information/access-my-personal-information/how-to-submit-a-request/>

#### **Correction of inaccurate information:**

You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the records.

**The right to be forgotten (erasure):**

You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still required to keep and use your information, even when you request it to be erased.

**The right to object:**

You have the right to object to us using your information if you feel we have used it outside the remit of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are required to retain your information if there are compelling legitimate reasons to do so.

**Using your rights:**

If you wish to use any of these rights, please contact us using one of the methods below:

**Online:**

<https://www.gloucestershire.gov.uk/council-and-democracy/access-to-information/access-my-personal-information/>

**In Writing:**

Information Management Service  
Gloucestershire County Council  
First Floor, Block 4(a)  
Shire Hall, Westgate Street  
Gloucester  
GL1 2TG

**Email:**

[Managemyrequests@gloucestershire.gov.uk](mailto:Managemyrequests@gloucestershire.gov.uk)

**How to contact us:**

Please contact us if you have any questions about this privacy notice:

**Email:**

[conbuspasses@gloucestershire.gov.uk](mailto:conbuspasses@gloucestershire.gov.uk)

**In Writing:**

The Concessionary Bus Pass Team  
Integrated Transport Unit  
Gloucestershire County Council  
Shire Hall  
Gloucester  
GL1 2TH

**By Telephone**

01452 426265

**Making a complaint to the Information Commissioner**

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.

For other Privacy Notices, please visit: [www.gloucestershire.gov.uk/privacynotices](http://www.gloucestershire.gov.uk/privacynotices).