

## TRANSPORT SERVICES PRIVACY NOTICE

### **Short Privacy Notice – Transport Services**

North Lincolnshire Council Transport Services Team collects and processes personal data to provide Transport Services in the form of Public Transport, Concessionary Passes, the Wheels to Work scheme, Shop Mobility and the Just Go on-demand bus service.

Personal data will be handled in accordance with the General Data Protection Regulation / Data Protection Act 2018 and other relevant legislation, and will not disclose your data to any other third party, unless allowed or required to do so by legislation. For further details about the processing of your personal data please see the [Full Privacy Notice](#) and other information on our Data Protection and Privacy web page.

### **Full Privacy Notice – Transport Services**

#### **Data Controller**

North Lincolnshire Council.

[East Yorkshire](#) is the Data Controller for the Just Go on-demand bus service.

#### **Contact details**

North Lincolnshire Council  
Church Square House  
30-40 High Street  
Scunthorpe  
North Lincolnshire  
DN15 6LN

Email: [customerservice@northlincs.gov.uk](mailto:customerservice@northlincs.gov.uk)

Telephone: 01724 297000

Website: [North Lincolnshire Council Transport](#) and [Just Go](#)

#### **Purpose of this Privacy Notice**

This Privacy Notice tells you about how North Lincolnshire Council is using personal data in relation to Transport Services.

#### **What do we mean by personal confidential data?**

Personal data relates to living persons and is information that can be used to identify an individual such as name, date of birth, address or postcode.

#### **What data do we have?**

##### 1. Personal Data

The personal data collected is specific to individual applications and enquiries and includes:

- Personal details.
- Contact details.
- Age to determine eligibility.
- Family, lifestyle, education, financial and/or employment details where necessary, to process an application.
- Visual images for transport passes.
- Licences and permits held where necessary to process an application.

The following special category personal data is collected specific to individual applications and enquiries:

- Physical and/or mental health details where necessary to determine eligibility.

### **What do we do with the data we have?**

We use the data to process applications for and administer the delivery of Public Transport, Concessionary Passes, the Wheels to Work scheme, Shop Mobility and the Just Go on-demand bus service.

### **Who do we share your data with?**

We may where necessary to deliver the service or where there is a lawful basis under Data Protection legislation share personal information with organisations, including:

- Business Owners.
- Ombudsman and Regulatory Bodies.
- Central Government Departments.
- National Fraud Initiative.
- Law Enforcement Agencies and Bodies.
- Courts Hearings and Tribunals.
- Legal Representatives.
- Council Services.
- Other Local Authorities.
- Partner Agencies, and

### **How do we get your personal data and why do we have it?**

We collect personal data when someone applies for a Transport Service or through other established processes linked to the provision of Transport Services.

The lawful bases we are relying on to process personal data are:

- (a) Public Interest or in the exercise of official authority – Article 6(1)(e)  
This is set out in legislation including the Transport Act 2000 and the Concessionary Bus Travel Act 2007
- (b) For the performance of a contract – Article 6(1)(b).

The lawful bases we are relying on to process special category personal data are:

- (a) Substantial Public Interest – Article 9(2)(g).

(b) Explicit Consent – Article 9(2)(a).

Please note that we will not process your personal data for a purpose that is incompatible with the reason it was collected for unless this is allowed or required under Data Protection legislation.

### **Can I withdraw my consent?**

Yes, where the personal data has been collected and processed on the basis of consent.

### **How do we store your information and for how long?**

Our employees have contractual obligations of confidentiality, enforceable through disciplinary procedures and receive appropriate training on confidentiality and other aspects of Information Governance.

We take organisational and technical measures to ensure the information we hold is secure – such as using secure locations, restricting access to authorised personnel and protecting personal and confidential information held electronically. We only exchange personal confidential information using secure methods, such as encrypted email.

Your personal data is retained in accordance with national guidance and our legal obligations. In this instance we will generally retain your personal data for 6 years from the creation of the record, but this may be extended or shortened to reflect statutory or business requirements. The personal data may be anonymised and kept for a longer period for statistical purposes.

### **Your Data Protection Rights**

Under Data Protection law, you have rights including:

- **Your right of access** - to ask us for copies of your personal information.
- **Your right to rectification** - to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [customerservice@northlincs.gov.uk](mailto:customerservice@northlincs.gov.uk), 01724 297000 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN 15 6NL if you wish to make a request.

### **How to Complain**

The main point of contact at the council for Data Protection matters is our Data Protection Officer (DPO). If you have any Data Protection concerns about the collection of personal data for COVID19 and wish to make a complaint please contact our DPO, as follows:

Phillipa Thornley

Email: [informationgovernanceteam@northlincs.gov.uk](mailto:informationgovernanceteam@northlincs.gov.uk)

Telephone: 01724 297000

Post: North Lincolnshire Council, Church Square House, 30-40 High Street, Scunthorpe, DN15 6NL

If you remain unhappy you can also complain to the ICO, as follows:

Website: [Information Commissioner's Office](#)

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113