

Blue Badge Service Privacy Notice

The North Lincolnshire Council Blue Badge Service assists people to apply for their Blue Badge online, and then assesses and processes those applications through an online system.

Short Privacy Notice – Blue Badge Service

The North Lincolnshire Council Blue Badge Service collects and uses (processes) personal data for the purpose of delivering the Blue Badge Service in accordance with General Data Protection Regulation/Data Protection Act 2018 and other relevant legislation.

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

Please read and understand the full notice before submitting your information to us.

Full Privacy Notice – Blue Badge Service

Data Controllers

North Lincolnshire Council.

Contact details

The contact details for the Blue Badge Service are as follows:

Blue Badge Service
Church Square House
30-40 High Street
Scunthorpe
North Lincolnshire
DN15 6NL

Email: bluebadges@northlincs.gov.uk

Telephone: 01724 297000

Website: [North Lincolnshire Council](#)

Who are we and what do we do?

This Privacy Notice tells you about the North Lincolnshire Council Blue Badge Service and explains what information is held, how it is used, how it is kept safe and secure and who it is shared with.

- The Blue Badge Service is designed to ensure people who have a disability or health condition that impacts their mobility are allowed to park closer to their destination.

The purpose of this notice

The purpose of this notice is to inform how the Blue Badge Service works in relation to personal information to explain the type of personal information held, how the information is used, how it is kept safe and secure, and who it is shared with.

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, address and email address, and identification number. It also covers information which on its own does not identify someone, but could identify them if put together with other information.

What data do we have?

The personal data collected includes:

- Name
- Address
- Date of birth
- Email address
- Telephone Number
- Gender
- National Insurance Number
- Visual images

We currently collect and process the following special category personal data:

- Information about physical and/or mental health.

We may also collect parking offence information including any investigation, outcomes, criminal proceedings and sentences.

What do we do with the data we have?

We use the data to:

- Process an application for a Blue Badge
- Process a Blue Badge payment
- Answer questions relating to an application or use of a Blue Badge
- Assess a Blue Badge application to see whether it meets one of the eligibility criteria and decide if the applicant needs to attend a mobility assessment, carried out by an expert assessor
- Investigate any instances where a Blue Badge is allegedly being misused
- Create a secure record of a Blue Badge application

Where possible we will use anonymised data for service planning, reports and statistics.

Who do we share your data with?

We may share personal information with organisations such as:

- Nominated representatives if appropriate
- Health professionals for the processing of your application
- Department for Transport and their commissioned providers (APS Limited and Valtech UK Limited)
- Ombudsman and Regulatory bodies
- Law enforcement agencies and bodies
- Courts, Hearings and Tribunals
- Legal representatives
- Other Local Authorities if you move to their area or use a blue badge in their area
- National Fraud Initiative for data matching to prevent fraud
- Council services for the processing of your application
- Commissioned providers of council services for payment services
- Central Government Departments
- The system provider Abavus Ltd
- Partner agencies for the processing of applications
- Bodies requesting information where there is a lawful basis under the General Data Protection Regulation.

Please note that we will only share information when necessary and when the law allows or requires us to, and we will only share the minimum amount of information. An example of when we might share information is in connection with the prevention and detection of crime or where we have reason to believe a child, young person or vulnerable adult is at risk of harm.

How do we get personal data and why do we have it?

We collect personal information on sign up to the online system to apply for a Blue Badge or when an application is submitted through any method.

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

1. Processing is necessary for compliance with a legal obligation to which the controller is subject – GDPR Article 6(1)(c).

The main legislation is:

The Chronically Sick and Disabled Persons Act 1970 means we have a statutory obligation to maintain a register showing the holders of Blue Badges issued by the council.

The Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000 and the Disabled Persons Parking Badges Act 2013 means we have a statutory obligation to implement administrative, assessment and enforcement procedures.

The Equalities Act 2010 – means we have to ensure there is equality of opportunity and that nobody is disadvantaged due to their disability.

2. Processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract – GDPR Article 6(1)(b).

For the processing of payments for Blue Badges.

For collection and use of Special Category Personal Data:

1. Processing is necessary for reasons of substantial public interest on the basis of statutory and government purposes, which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide suitable and specific measures to safeguard the fundamental rights and the interests of the data subject – GDPR Article 9(2)(g).

To ensure the health criteria for a blue badge are met.

Please note that we will not process personal data for a purpose that is incompatible with the reason it was collected for unless this is allowed or required by law.

Can consent be withdrawn?

No, there is no right to withdraw consent because we are not relying on the lawful basis of consent to process personal data.

How do we store personal information and for how long?

North Lincolnshire Council 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 i.e. 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.

Personal data is retained in accordance with national guidance and our legal obligations. Generally, in this instance the information is retained for 1 to 6 years, with retention varying depending on the process.

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, 01724 297000 or North Lincolnshire Council, Church Square House, 30 – 40 High Street, Scunthorpe, DN15 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 Libraries or Information Service and want to make a complaint please contact our DPO, as follows:

Phillipa Thornley

Email: 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](https://www.ico.org.uk)

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

Telephone: 0303 123 1113

Version	Date	Changes
V1.2 (001)	10 July 2023	General update