

Privacy Notice – Concessionary Fares

Everything we do with information about people, such as how we collect it and who we share it with, has to comply with the Data Protection Act and the General Data Protection Regulation (GDPR) that comes into force in May 2018. A key part of this is being open about how we use information and what rights you have in respect of information we hold about you.

As a Council, we will ensure that personal information such as your name, address or account details are not disclosed, sold to or shared with any third parties without your consent unless we are required to do so by law. We will not pass information on to any third parties other than those responsible for processing and providing information and services relevant to your enquiry (including contractors carrying out services on behalf of the Milton Keynes Council authorities). Milton Keynes Council is registered with the Information Commissioner and complies with the provisions of the General Data Protection Regulations.

This notice sets out how and why we collect, store, protect, process and share the data you give to us to help us to provide residents with discounted or free bus travel.

What information do we hold

For Older Persons Bus Cards, Disabled Persons Bus Cards and All in 1 MK cards we collect:

- your full name
- address
- date of birth
- telephone number
- email address
- signature
- signature of parent or guardian (All in 1 MK card only)

For Disabled Bus Cards we also collect:

- Information on the nature of the disability (according to the eligibility criteria)

For All in 1 MK Cards we also collect:

- Verification that the applicant is a full time student at a school/college/training establishment in Milton Keynes

We also ask for a passport quality photo which will be shown on the Older Persons and Disabled Persons Bus cards or All in 1 MK card. This is for identification and fraud purposes.

The Older Persons and Disabled Persons Bus Passes are Smart Cards. This enables data about usage to be captured, stored and shared.

For replacement Bus Passes or All in 1 MK, data such as names and address, dates of birth will be collected in order for us to verify whether a pass can be issued.

Further data may be required after the application has been completed if details change.

What will we use your data for?

We use your data to confirm your eligibility for a Bus Card.

For Older Persons Bus Cards we decide this by age and residency within Milton Keynes, so we need your address and date of birth.

For Disabled Bus Cards we look additionally at disability criteria, so we need evidence of your disability to decide whether you qualify for a Bus Pass.

For All in 1 MK cards we additionally look at attendance at a school, college or training establishment in Milton Keynes.

Who we share information with and why

- Authorised Milton Keynes Council staff
- Data we collect is uploaded into a third party database operated by Unicard, who process and sends out Bus Cards – you can read their privacy notice here: https://concessioncard.net/cc_Terms-Conditions.jsp
- For purposes of Criminal and Fraud investigations data may be made available to government/benefit agencies and/or police
- Police references may be checked for the purposes of verifying a stolen or lost property number

Data about your travel using the Bus Card is also held, as required by [ITSO](https://www.itso.org.uk/) <https://www.itso.org.uk/> and the National Concessionary Bus Scheme. This helps to calculate the reimbursement payments of concessionary fares to operators and in some instances other local authorities.

We participate in the Cabinet Office's National Fraud Initiative, a data matching exercise to assist in the prevention and detection of fraud. We are required to provide particular sets of data to the Minister for the Cabinet Office for matching for each exercise.

We will give a Milton Keynes Councillor personal data about you if you ask us to, or if he/she reasonably needs it to carry out his/her duties, but the Councillor must not use it for other purposes.

What is the legal basis for us to process your data?

Milton Keynes Council provides a Concessionary Bus Card scheme as a Public Authority. The Council has a statutory duty to perform this function in legislation through the Greater London Authority Act 1999 and the Transport Act 2000 (as modified by the Concessionary Bus Travel Act 2007):

<https://www.gov.uk/government/publications/guidance-for-travelconcession-authorities-on-the-england-national-concessionary-travel-scheme>

We can only issue you with a Bus Pass if you consent to us collecting and using your data as outlined.

How long we keep hold of information for

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice. This is set out in our retention schedule.

What rights you have

You have various rights around the data we hold about you.

- Right of access (to receive a copy of your personal data)
- Right to rectification (to request data is corrected inaccurate)
- Right to erasure (to request that data is deleted)
- Right to restrict processing (to request we don't use your data in a certain way)
- Right to data portability (in some cases, you can ask to receive a copy of your data in a commonly-used electronic format so that it can be given to someone else)
- Right to object (generally to make a complaint about any aspect of our use of your data)
- Right to have explained if there will be any automated decision-making, including profiling, based on your data and for the logic behind this to be explained to you

Any such request can be submitted to the Data Protection Officer. Whether we can agree to your request will depend on the specific circumstances and if we cannot then we will explain the reasons why.

If we are processing your information based on you giving us consent to do so, you have the right to withdraw your consent at any time. Doing so may mean we are unable to provide the service you are hoping to receive and the implications of you giving or withdrawing your consent will be explained at the time.

If you are unhappy with any aspect of how your information has been collected and/or used, you can make a complaint to the Data Protection Officer. You can also report concerns to the national regulator, the Information Commissioner's Office. Their details can be found on their website:

<https://ico.org.uk/concerns/handling/>

Data Protection Officer Contact Details

Email: data.protection@milton-keynes.gov.uk

Tel. No: 01908 254767

Post: Data Protection, Milton Keynes Council, 1 Saxon Gate East, Central Milton Keynes, MK9 3HS