

Privacy Notice – Passenger Transport

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

In order to provide services it is necessary for us to collect and hold personal information about people. The information held will vary and will depend on the type of service provided. Examples where personal information will be gathered are:

Bus service complaint, bus stop/shelter request, bus service publicity request, bus service infrastructure consultation.

This information may include:

- your full name
- address
- telephone number
- email address
- the type of service your complaint is about

Your personal data is being processed as a part of the Council's public task.

Who we share information with

- Authorised Milton Keynes Council staff
- Authorised staff of contractors

For purposes of Criminal and Fraud investigations data may be made available to government/benefit agencies and/or police.

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.

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 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