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Service Area:	Infrastructure Services
Work Area:	Integrated Transport
Contact Details:	01443 866507 travelinks@caerphilly.gov.uk
Privacy Notice Name:	Concessionary Travel
Description of Privacy Notice:	This Privacy Notice will explain how Caerphilly County Borough Council will use your information as a concessionary travel card user.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

Each local authority in Wales is responsible for providing concessionary travel cards to individuals eligible to receive them.

The administration of concessionary travel cards will also be carried out on an all-Wales basis by Transport for Wales, which is owned by Welsh Government and has responsibility for transport matters in Wales. For further information on how Transport for Wales will use your information, please follow this link to their Privacy Notice.

tfw.gov.wales/Concessionary-Card-Privacy-Statement

When you use your concessionary travel card on a bus, the bus operator will collect card details, which will be shared with us and Transport for Wales, to enable the bus operator to be paid for your journey via an automatic card reader.

Legal basis for processing

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

Art 6 1e. processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller;

Data Protection legislation provides extra protection for certain classes of information called 'special category personal data'. If any information falls within the definition of special category personal data then an additional condition from Article 9 of the Regulations must be identified, as outlined below:

Data Protection Act 2018 - Schedule 1 / Part 2

- 6 (1) This condition is met if the processing—
- (a) is necessary for a purpose listed in sub-paragraph (2), and
 - (b) is necessary for reasons of substantial public interest.
- (2) Those purposes are—
- (a) the exercise of a function conferred on a person by an enactment or rule of law;
 - (b) the exercise of a function of the Crown, a Minister of the Crown or a government department.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

Caerphilly County Borough Council's Integrated Transport.

The administration of concessionary travel cards will also be carried out on an all-Wales basis by Transport for Wales, which is owned by Welsh Government and has responsibility for transport matters in Wales. For further information on how Transport for Wales will use your information, please follow this link to their Privacy Notice.

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Details of any sharing of your information within Caerphilly county borough council

We may share information with Social Services, for the purpose of verifying disability information you provide on your application form.

Details of any sharing of your information with other organisations

Statistical information where individuals cannot be identified may be shared with Welsh Government, who grant fund the concessionary travel scheme.

When you use your concessionary travel card on a bus, the bus operator will collect card details, which will be shared with us and Transport for Wales, to enable the bus operator to be paid for your journey via an automatic card reader.

We may also share your information with other local transport authorities (who are also the statutory operators of the concessionary travel scheme) if you were to move to another local authority area.

We may contact and share information with your Health Service provider (e.g. GP, Consultant) for the purpose of verifying disability information you provide on your application form.

Details of any external data processors

Transport for Wales employ data processors, which provide, customer service, IT, identity checking and system administration services.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and Data Protection legislation.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Due the nature of the service provide we will retain your information until you no longer need this service .

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints

Summary Privacy Notice

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tfw.gov.wales/Concessionary-Card-Privacy-Statement

The legal basis for processing your information is public task and due the nature of the service provide, we will retain your information until you no longer need this service. We may also share your information with other local transport authorities (who are also the statutory operators of the concessionary travel scheme) if you were to move to another local authority area. Your information may be shared with others such as Social Services and your Health Service provider in order to verify disability information you provide on your application form.

When you use your concessionary travel card on a bus, the bus operator will collect card details, which will be shared with us and Transport for Wales, to enable the bus operator to be paid for your journey via an automatic card reader.

You have a number of rights in relation to the information including the right of access to information we hold about you and the right of complaint if you are unhappy with the way your information is being processed.

For further information on how we process your information and your rights please click the following link:

[{Hyperlink to Full Privacy Notice on our website}](#)