



CAMBRIDGESHIRE & PETERBOROUGH
COMBINED AUTHORITY



Cambridgeshire
County Council

Cambridgeshire and Peterborough Combined Authority (CPCA), Cambridgeshire County Council (CCC) and Peterborough City Council (CCC).

Concessionary Travel Pass - Privacy Notice

Everything we do with information about people who apply for and obtain a travel pass – such as how we collect it and who we share it with – has to comply with Data Protection. 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.

The Cambridgeshire and Peterborough Combined Authority (CPCA) are the local Transport Authority for the Cambridgeshire (CCC) and Peterborough (PCC) area. The CPCA have a statutory duty to provide and manage the England National Concessionary Travel Scheme (ENCTS) under the 2007 Concessionary Bus Travel Act and have commissioned or asked PCC and CCC to deliver these services and this duty on its behalf in their respective geographic areas.

What information do we hold?

When you apply for a concessionary travel pass, we collect and use personal information which includes some sensitive or special categories of information. We hold information about children, young people and adults including the elderly to enable us to deliver the service. PCC and CCC are the Data Controllers in respect to each of their geographic areas. Information we hold may include but not be limited to the following:

- Names
- Address, including contact details such as email, telephone number
- Date of birth
- Gender (not mandatory)
- Ethnicity (not mandatory)
- Health (if appropriate)
- Photograph

Why do we have it and what do we use it for?

We use this information to assess and maintain your application for a concessionary travel pass. This means we will assess your eligibility and if appropriate then produce a travel card for you to use.

Whenever we use information, we always limit this to only the details that are needed and we ensure that it is used safely and securely. We require anyone we share information with, or who uses it on our behalf, to do so too. All staff receive training on data protection and information security and information is stored within secure IT systems.

When we use personal information then we have to identify a legal basis under data protection. In this case, we have a statutory duty or public task to provide a service which means we need to process personal and special category information in line with Articles 6 (1) (e) and Article 9 which requires us to identify the condition in Data Protection Act 2018 which is Schedule 1 Part 2 (6)

Who we share information with and why?

We use IT systems to store information. These systems are hosted on servers in the United Kingdom. We have contracts in place with suppliers for the provision of the necessary systems and this limits what can be done with the information in the system.

The only information we receive from bus companies is that a bus pass has been used and not who has used it.

In specific circumstances, information will also be shared with other services (such as the Police) when there is a risk to the safety of you or other people or for the prevention and detection of crime, which may include fraud and misuse.

In some circumstances, where you have given specific permission, details about your health may be requested from or discussed with, third party professionals for the purposes of assessing your application.

Data about you may also be used for business planning and research purposes to support the Council in understanding demand and to improving our services and will include sharing monitoring information with CPCA. This will always be done in a way that does not identify individuals unless strictly necessary.

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework.

How long we keep hold of information for?

We only keep information for as long as it is needed or to comply with the law.

In Peterborough the system we use is provided by Unicard, ENCTS Passenger Portal. The information is held by the council and can only be used by Unicard to support the system, we have a contract with them for the provision of this system and this limits what can be done with the information in the system. Applications are held temporarily in our systems until they are marked as successful or denied and deleted after 6 months. Once an application is approved information is transferred to the council's own management systems often referred to as the Card Management System (CMS) & HOP's.

In Cambridgeshire the system we use is provided through a contract by Cambridgeshire County Council through the ENCTS Application Portal. The data is held by Cambridgeshire County Council and can only be used by them to process applications. Data provided as part of applications is held within the system for three months to allow sufficient time for the applicant to obtain required evidences without starting again. After this time, if the application is not completed the data is deleted. Data about unsuccessful applicants is deleted three months after notification to allow time for individuals to appeal against an unsuccessful assessment.

For both authorities data about successful applicants is kept as long as the applicant has a current pass. Once a pass has expired or been cancelled and not replaced, data is kept for six months

to allow individuals time to reconsider and to renew without having to start the process again. If no new application is received after this time the data is deleted.

The Data can also be accessed by Cambridgeshire and Peterborough Combined Authority Staff who are responsible for managing the area wide scheme specifically for that purpose.

What rights do you have?

Under the General Data Protection Regulation (GDPR), you have various rights around the data we hold about you. These rights, together with further information in relation to each right, including how to submit a request, can be found on the relevant council's website.

Peterborough City Council - <https://www.peterborough.gov.uk/council/council-data/corporate-privacy-notice>

Cambridgeshire County Council - <https://www.cambridgeshire.gov.uk/council/data-protection-and-foi/information-and-data-sharing/privacy-statement/privacy-notice>

Cambridgeshire & Peterborough Combined Authority - <https://cambridgeshirepeterborough-ca.gov.uk/how-we-deliver/governance/transparency/data-protection/>

Data Protection Officer Contact Details

Please see the relevant council's website for further details as above.