



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

**Community Transport - Privacy Notice**

Everything we do with information about people who apply for and access Community Transport – 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 CPCA are the local Transport Authority for the Cambridgeshire and Peterborough areas. The CPCA have a statutory duty consider the need for and where appropriate provide for socially necessary bus services, otherwise referred to as Community Transport. The CPCA commission services from other parties, including Cambridgeshire County Council (CCC) and Peterborough City Council (PCC).

**What information do we hold?**

When you apply for membership of a Community Transport Service, for example Rural Dial-A-Ride, Community Link or a Taxicard, we collect and process personal information and special categories of information. We hold information about adults including the elderly to enable us to deliver the Community Transport services. The CPCA are the Data Controller.

Information we may hold includes but is not 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)

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

We use this information to assess and maintain your membership of Community Transport services. This means we will assess your eligibility and if appropriate confirm your membership number to you and then arrange transport for you as requested.

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?**

The CPCA hold details of Community Transport members on spreadsheets within the CPCA's IT systems. Any individuals who were members of existing schemes with CCC or PCC on the 31 March 2021 have automatically transferred to the CPCA.

Information is shared with CCC and PCC to enable them to undertake the passenger journeys for both Rural Dial-A-Ride and Community Link on the CPCA's behalf. CCC and PCC will share information with agreed transport providers including volunteer drivers, employed drivers, private hire or hackney carriage vehicles, and existing contractors/suppliers. This will be limited to the information that is absolutely necessary in order for the journey to be carried out. The CPCA will also directly hold and maintain information for residents in the CCC area who are eligible to receive a taxicard.

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 for membership.

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, and for auditing purposes.

Applications are held within the system for three months for an incomplete application to allow sufficient time for the applicant to obtain required evidences without starting again. After this time incomplete applications are deleted. Information about unsuccessful applicants are deleted after three months to allow time for individuals to appeal against an unsuccessful assessment.

### **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.