Privacy Notice

Bristol City Council is the data controller for the purposes of the Data Protection Act 1998 and other regulations including the General Data Protection Regulation (Regulation (EU) 2016/679), which means it determines what your data is used for and why it is collected. The purpose of this privacy notice is to tell you about what information we collect about you when you use our service, how we use that information and who we may share it with.

The contact details of the data controller are Bristol City Council – Sustainable Transport Service, Travelcard Office (Temple), Bristol City Council,
PO Box 3176,
Bristol,
BS3 9FS

What data we need to collect and the legal basis for processing it:

To provide this service, we will process your name, date of birth, address and photograph, and in some cases medical information where this is required for validating eligibility. We are collecting this data because in order to meet our statutory requirements to issue concessionary fares cards (Transport Act 2000) and because collecting this data is necessary to carry out the concessionary travel card application process and to issue a card, and also to prevent fraudulent applications and use of cards.

If you don't allow us to use your data this will mean that we will not be able to process your concessionary travel card application or issue you with a travel card.

How long we will keep your data for:

We will hold this information for a long as you are a holder of a valid concessionary travel card for Bristol, and if no longer active, for 7 years as prescribed by the Department for Transport. After this, your information will be deleted or archived.

Why we need to collect your data:

We will use this information to validate your application, produce your concessionary travel card, renew it or respond to any queries you may have. It may also be used to support investigations relating to fraudulent applications or fraudulent use of concessionary travel cards.

Who we share your data with and why:

This data will be shared only with companies who provide the software to manage our concessionary fares customer management system, and who produce the concessionary travel cards. This data sharing is essential to the process of issuing cards.   These companies are not permitted to use this data for any other purposes or to share it with any other parties. Data is held within a secure data management system.   We may also share data with your GP or other relevant medical professionals if this is required as part of your application.

Your rights as a data subject:

You have the right to ask for access to your data and where data is found to be inaccurate to have that data corrected. In certain circumstances you have the right to have data held about you erased, or the use of it restricted. You may be able to object to processing and may also have the right to have your data transferred to another data controller.

You also have a right of complaint to the Information Commissioner's Office (ICO) at www.ico.org.uk if you think we have not dealt with your information in a proper manner.

You can ask to see what information we hold about you and have access to it. You can do this by contacting:

> Senior Data Protection Officer
> Bristol City Council
> ICT Commissioning and Information Governance
> P O Box 3176
> BRISTOL
> BS3 9FS
> Data.protection@bristol.gov.uk

Other questions about the data being processed may also be sent to the above address.

Fraud Prevention and Detection:

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection.

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