

# PRIVACY NOTICE FOR CONCESSIONARY DIAMOND TRAVEL CARD SCHEME

Please read this in conjunction with the Council's general Privacy Information that can be found here: <http://www.southglos.gov.uk/privacy>

## Your Information

This Privacy Information relates to the personal information we have collected from your Concessionary Diamond Travel Card application form.

South Gloucestershire Council is the data controller for the Concessionary Diamond Travel Card Scheme and we have a legal obligation to process your personal information. We will not be able to assess whether you are entitled to a Concessionary Diamond Travel Card, without the personal data you provide us with.

You should be aware that the information we have obtained from you in relation to the above service includes special category data about your personal circumstances. Where relevant this includes:

- Name
- Address
- Date of birth
- Place of birth
- Gender
- National Insurance Number
- Evidence of your identity
- Your photograph
- Information regarding your medical condition(s), treatments and medical professionals
- Information regarding how your medical condition(s) affect you
- Information regarding relevant benefits that you may receive
- Evidence of your entitlement to benefits
- Evidence regarding your medical condition(s)
- Phone Number/Email Address – (where provided by you)

Please note: Where relevant the above information may be collected from any third party who applies on your behalf. We will also establish that the third party is legally representing you by establishing your consent or a valid power of attorney.

## **How we'll use your information**

We'll use your information to work out whether or not you are entitled to a Concessionary Diamond Travel Card.

## **Who we can share your information with**

We may need to share your information with partner organisations including;

Smart Application Management Ltd (formally trading as SWSAL – South West Smart Applications Management Ltd), Unicard Limited and ESP Group for the purpose of processing Concessionary Diamond Travel Card applications.

We also have a public interest reason, which is supported by legislation, to share your data with the Cabinet Office (National Fraud Initiative), Her Majesty's Revenues and Customs, for the purpose of preventing and detecting fraud and error or cancelling a Concessionary Diamond Travel Card which should not be in issue. If you want to find information on how these companies process and protect your personal information, you need to view their individual Privacy Notices.

We may also use your information to contact you about other benefit schemes that might support your needs.

## **How long we'll keep your information**

We keep all records relating to Concessionary Diamond Travel Card applications for as long as you have an active and ongoing application or Concessionary Diamond Travel Card with us. Even if your Concessionary Diamond Travel Card application is refused or if your Concessionary Diamond Travel Card has expired or has been cancelled (your record is closed), we will keep your records for the current financial year and for the six financial years following the year that your record is closed.

## **Transferring your information overseas**

Your information is not transferred and stored in countries outside the UK or the European Economic Area (EEA) for the provision of this service.

## **Your rights**

You have the right to access the personal information we hold about you. Any access requests are free of charge.

If the information we hold about you is inaccurate, you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to ask us to erase your personal data in certain circumstances ('right to be forgotten').

You have the right to ask us to stop or restrict the processing of your personal data, in certain circumstances. Where possible, we will seek to comply with your request, but we may need to hold or process information to comply with a legal requirement.

If you have any worries or questions about how your personal information is handled please contact our Data Protection Officer at [DPO@southglos.gov.uk](mailto:DPO@southglos.gov.uk) or write to us at Data Protection Officer, PO Box 1953, The Council Offices, Badminton Road, Bristol, BS37 0DB and we will be pleased to help you.

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO) via their [contact page](#) or call them on 0303 123 1113.