

PRIVACY INFORMATION

Licensing- Taxis and Private Hire

Your Privacy Information

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 activities relating to the Council's Licensing function. We have made sure we will use your information according to the UK Data Protection laws by establishing the delivering a statutory service.

Why do we need your information?

The Council has a requirement to issue and administer licences, permits, consents, authorisations, registrations and notices. We also process objections, complaints and queries from members of the public about licence applications, existing licences or other authorisations.

How we'll use your information

We'll use your information to provide the above service you have requested whilst complying with the established lawful conditions.

Our legal basis for this processing is under the following legislation:

- Town Police Clauses Act 1847 (Hackney carriage licences)
- Local Government (Miscellaneous Provisions) Act 1976 (hackney carriage and private hire licences)

The data subject shall have the right to withdraw his or her consent at any time. The withdrawal of consent shall not affect the lawfulness of processing based on consent before its withdrawal. Prior to giving consent, the data subject shall be informed thereof. It shall be as easy to withdraw as to give consent.

What data do we collect?

To provide these services we may process personal information including:

- Personal identifiers, contacts and characteristics (name, address and contact details)
- Date and place of Birth
- DVLA driving licence details
- National Insurance Number
- Medical Information
- Criminal Convictions
- Right to work documentation such as passport or other ID document details

- Financial information such as bank account number
- Non conviction information for example safeguarding allegations

Who we share your information with

<i>With whom</i>	<i>When</i>
The Council will make certain information such as the name of an applicant or the name of a licence/ consent/ permit/ authorisation holder publicly available on the Council's public register in accordance with the Openness of Local Government Bodies Regulations 2014. (all licences)	On receipt of a new application, if a licensing hearing is held and once a licence/ consent/ permit/ authorisation has been granted.
Police (all licence types)	When checking suitability of an applicant at the time of application or renewal. When investigating a complaint, suspected offence or convictions for the purpose of determining continued suitability or detecting or preventing crime. On request for the safeguarding of children, vulnerable adults, or for the detection or prevention of crime.
Home Office (all licence types)	When checking validity of right to work in the UK for new applicants. When investigating a complaint or suspected illegal working in the UK.
Driver and Vehicle Licensing Agency (DVLA) (hackney and private hire licences)	When checking suitability of an applicant at the time of application or renewal and of continuing suitability.
Motor Insurance Companies (hackney and private hire licences)	When checking validity of vehicle insurance.
Other Licensing Authorities where the applicant or licence holder may have previously held a licence (all licence types)	When checking suitability of applicant or authorisation/licence holder that may have held licences or been refused and application by another local authority
His Majesty's Revenue and Customs (HMRC) (all licence types)	Annual returns sent to HMRC for the purpose of detecting tax fraud and individual cases on request from HMRC

Department of Works and Pensions (DWP) (all licence types)	As requested from DWP for the purpose of detecting benefit fraud
Integrated Transport Unit (hackney and private hire licences only)	As requested in relation to complaint or concerns about suitability of taxi or private hire licence holders that have South Gloucestershire Council school contracts On request for the safeguarding of children or vulnerable adults.
3 rd party organisations that process DBS criminal checks and DVLA checks (hackney and private hire licences only)	On application and renewal and when relevant for managing the process for undertaking DBS criminal checks and DVLA checks for checking suitability of a new applicant and continuing suitability
National Fraud Initiative (NFI) (all licence types)	Annual Returns for the purpose of detecting fraud
Council Safeguarding (all licence types)	When investigating a complaint, or safeguarding concern for the purpose of determining continued suitability or safeguarding children or vulnerable persons On request for the safeguarding of children or vulnerable adults.
3 rd Parties involved in taxi and private hire assessments including GPs, driver assessment providers and authorised garages, meter fitters (hackney and private hire licences)	Checking suitability of applicant or licence holder or vehicle
The Council will make certain information such as the licence number and licence status available to Private Hire Operators (hackney and private hire licences)	On issue of a suspension or revocation of licence.

How long we'll keep your information

We'll keep your information for as long as you have a relationship with us. Specific information relating to this service will be retained according to the relevant [Record retention schedules](#) |

[BETA - South Gloucestershire Council](#) which can be found here. We may retain anonymised information about the service we provided to help us improve our services in the future.

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 Data Protection rights

Under data protection law, you have the following rights in relation to your personal data:

1. **The Right to Be Informed**

You have the right to be informed about how we collect, use, share, and store your personal information. This privacy policy is part of how we ensure you are kept informed.

2. **The Right of Access**

You can request a copy of the personal information we hold about you. This allows you to check that we are using your data lawfully.

3. **The Right to Rectification**

You have the right to request correction of any inaccurate or incomplete personal data we hold about you.

4. **The Right to Erasure ('Right to Be Forgotten')**

In certain circumstances, you can ask us to delete or remove personal data where there is no good reason for us to continue processing it.

5. **The Right to Restrict Processing**

You can request that we suspend the processing of your personal data in certain situations — for example, if you want us to verify its accuracy or the reason for processing it.

6. **The Right to Data Portability**

You have the right to receive your personal data in a structured, commonly used, and machine-readable format and to transmit it to another data controller, where it is technically feasible.

7. **The Right to Object**

You have the right to object to the processing of your personal data in certain circumstances.

Please note: Your right to object must be brought to your attention clearly and separately from other information, which we have done here.

You can object, for example, to processing based on our legitimate interests or for direct marketing purposes.

8. **Rights in Relation to Automated Decision-Making and Profiling**

You have the right not to be subject to a decision based solely on automated processing — including profiling — if it has legal or similarly significant effects on you.

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 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 or make a complaint about the way we hold your personal data, you can contact the Information Commissioner's Office (ICO) via their [Make a complaint | ICO](#) or call them on 0303 123 1113.