

## **Privacy Notice**

### **Integrated Passenger Transport**

#### **1. Who we are and what we do**

Durham County Council  
Regeneration & Local Services  
Transport & Contract Services  
Integrated Passenger Transport

This Privacy Notice explains how we use and share information. We will review and update this privacy notice to reflect changes in our services and feedback from service users, as well as to comply with changes in the law.

The Integrated Passenger Transport team are responsible for arranging and managing school transport for children and social care transport to day care across the County and contracts for public transport services. The transport is operated using its own fleet and contracted commercial and volunteer transport providers. It also provides a 'Travel Response Centre' for demand responsive transport and health transport bookings.

The team also manages and delivers the English National Concessionary Travel Scheme as well as the scheme for allocating concessionary spare seats on contracted school bus services and distributing bus passes to pupils.

Full details of Home to School/ College transport options [are available electronically here](#), with more information on the [Concessionary Travel Seat scheme here](#), or direct from the [Durham County Council website](#).

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

#### **2. What type of personal information do we collect and how do we collect it?**

##### **What type of Personal Data do we collect?**

We collect the following types of Personal Data for you/and or your child:

- Your name, contact details (such as email address, postal address, telephone numbers)
- Your date of birth (for example in order to obtain discounted fares)
- Journey information, origin to destination, time and date (where applicable)
- What equipment do you have to enable you to travel e.g. a wheelchair, walking frame (where applicable)
- The nature of your disability (where applicable such as concessionary schemes)
- The name of the person paying for the seat (customer)
- Customer address (where applicable)
- Customer bank details to process the payment (where applicable)
- Parent or carer contact details (where relevant such as social care or school transport)
- Health or Behavioural issues of passenger including disability (where relevant such as social care or school transport)

**For the English National Concessionary Travel Scheme**

- Your proof of eligibility to the scheme (such documents that prove where you live, age, and disability if applicable)

#### **For School Transport**

- Any relevant health or behavioural issues of the passenger including disability.

#### **How we collect your Personal Data**

We collect your Personal Data in a number of ways:

Forms, Online, Paper

Telephone calls

Face to Face meetings

Website (such as Do-It-online)

Emails

Postal

Questionnaires (such as school transport)

#### **Telephone calls for transport bookings**

Automatic recording of all calls to the designated booking number i.e. 03000 269 999.

### **3. What is our power to obtain and use the personal data?**

#### **Lawful Basis (Article 6)**

- a) processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract; (For example some concessionary transport arrangements)
- b) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller; (for example, school transport, English National Concessionary Travel Scheme)

#### **Special Category Data**

Conditions for processing special category data are known under Article 9.

- a) the data subject has given explicit consent;
- b) social care (for example where we get health data relating to Home to School Transport)

### **4. What is your personal information used for?**

Your personal information is used for the following purpose:

- To provide you with our services, and to develop and improve the services;
- To ensure that the information we hold about you is kept up-to-date;
- To protect, manage and administer your account and provide you with bills and statements;
- To deal with any problems or complaints that arise in relation to your account;
- For assessment and analysis purposes to help improve the operation of our service;
- To prevent, detect and prosecute fraud and other crime;
- To help investigate any worries or complaints you have about your services;
- To keep track of spending on services;
- To check the quality of services; and
- To help with research and planning of new services.

## 5. Will your personal information be shared?

We occasionally share personal information with schools as part of the school transport scheme, as required to deliver the service. This applies only to those who are participating in that specific service.

Your information will not be shared with other organisations unless there is a legal basis for doing so e.g. for the Prevention or detection of crime.

## 6. How do we keep your personal information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information.

Examples of our security include:

- Data is held on secure council network so that it cannot be read without special knowledge (such as a password).
- Anonymised, meaning that where practicable we remove personal data and use statistics only for reporting activities.
- Controlling access to systems and networks allows us to stop people who are not allowed to view your personal information from getting access to it
- Mandatory training for our staff allows us to make them aware of how to handle information and how and when to report when something goes wrong

## 7. How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The retention periods for these service are as follows;

### **For the English National Concessionary Travel Scheme**

- We keep paper applications for the current month and previous month, after which they are destroyed in confidential waste.

### **For School and Social Care Transport**

- Paper records are destroyed in confidential waste 6 years after the expiry of the relevant transport contract.

### **For Concessionary Spare seats on school transport**

- Paper records kept for the current and previous academic year, then destroyed in confidential waste.

### **For Demand Responsive Transport passenger bookings**

- Paper records are destroyed in confidential waste on a weekly basis.

### **Telephone calls recordings for transport bookings**

- Calls are automatically deleted after 6 months unless an issue has been raised.

The type of service you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services.

## 8. Is your personal information processed outside European Union (EU)?

We do not send personal information outside the EU to be processed.

## 9. Marketing

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

## 10. What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- to have any inaccuracies corrected;
- to have your personal data erased;
- to place a restriction on our processing of your data; to object to processing;

**If you wish to exercise your information rights, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or alternatively write to:**

DPO,  
Floor 4 Room 143-148,  
Durham County Council  
County Hall,  
Durham  
DH1 5UF

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at [dataprotection@durham.gov.uk](mailto:dataprotection@durham.gov.uk)

To learn more about these rights please see the [ICO website](#).

### Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk)

If we have not been able to deal with your complaint, you can also contact the :

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**Telephone:** 0303 123 1113 (local rate) or 01625 545 745

**Fax:** 01625 524 510