North Yorkshire County Council

North Yorkshire and York concessionary fares scheme

You have now completed your application to receive a Concessionary Bus Pass that will enable you to travel free on all registered local bus services in England. Your new pass has been ordered for you and will be posted directly to you at your home address. Below are the terms and conditions that will apply when you use your concessionary bus pass. If you have any queries regarding your pass, telephone Concessionary Fares on 08458 727374.

TERMS AND CONDITIONS OF USE - DISABLED PERSONS CARD

- Your companion need not travel with you on every journey, and need not be the same person each time. IN NO CIRCUMSTANCES CAN THE COMPANION TRAVEL WITHOUT THE PASS HOLDER. Fraudulent use of the companion entitlement will result in it being withdrawn. The companion entitlement is a local enhancement and is not generally valid for journeys outside of North Yorkshire and City of York. There are some limited extensions into the Yorkshire & Humber region.
- For journeys starting in North Yorkshire and City of York your pass is valid at any time except between 6.00am and 9.00am Monday to Friday. Your pass is valid between 9.30am and 11.00pm Monday to Friday for journeys starting elsewhere in England. It is valid at all times on weekends and bank holidays. Your pass is valid on all registered local bus services in England.
- The pass must be produced for inspection on each journey whether demanded or not. The pass remains the property of the County Council and is not transferable. It may only be used by the person whose name and photograph appear on the pass. Any attempt to use a bus pass fraudulently will result in the pass being withdrawn.
- Use of the pass is subject to the conditions of carriage of the Operator on whose vehicle the journey is being made. The pass is only valid for travel at the times and on the services set out in the Particulars of the Scheme. These are available on request. Bus passes are NOT valid on taxis, rail services, tour buses or express coach services. The pass is not valid if it is out of date, illegible, damaged or altered. Possession of a bus pass gives no priority over other passengers and does not guarantee any person the right to a seat on any such vehicle.
- The pass is valid for travel before 9.00am on weekdays on specified sections of a small number of rural routes. For further details of these exempt services and use of the companion pass in adjoining areas please visit www.northyorks.gov.uk or telephone 08458 727374.
- North Yorkshire County Council reserves the right to amend the terms of the travel concession scheme and to withdraw, amend or replace any pass. You are obliged to notify North Yorkshire County Council if your pass is lost or stolen to enable us to hot list the lost/stolen bus pass and prevent the pass being used fraudulently.
- You are obliged to notify North Yorkshire County Council of any change in circumstance that may affect your eligibility to a bus pass. You must also contact us and notify any change of address. If you move out of the North Yorkshire area you must return your bus pass, as you are no longer entitled to a concession from North Yorkshire County Council.

Please see overleaf on how we will use the information you give us when you apply for your bus pass.

The Data Protection Act

North Yorkshire County Council is the Data Controller for the purposes of the Data Protection Act and collects this information for the purposes of providing you with your pass.

How we may share your information with others?

We may give information to certain other agencies or organisations, as the law allows, to:

- check the accuracy of information;
- prevent or detect crime;
- protect public funds in other ways; and
- improve and plan the services we provide.

This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided on this form for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

These other agencies and organisations include other local authority services, government departments and contractors working on our behalf. We will not give information about you to anyone outside the County Council unless the law allows us to.

We may also in exceptional circumstances share your information without your consent e.g.:

- when professionals are concerned that an individual might be at risk of significant harm;
- when there is a reason to believe the release of information may prevent or help detect a serious crime; and
- by order of a court or for certain public health reasons e.g. notifiable infectious diseases.

Retention and destruction of information

We will not keep your information for longer than it is necessary. Once you cease to receive services from the County Council your information will normally be destroyed after 10 years.

Keeping your information secure

Information that identifies an individual will only be available to authorised staff. All staff are committed to keeping your information secure and confidential, and to sharing your information only as described above.

Your rights

Under the Data Protection Act, you have certain rights including the right to ask for a copy of the information held by the County Council and to be provided with a copy of that information, subject to some exceptions. You will be notified if you need to pay a fee for this. You can request a copy by writing to: The Data Management Officer, County Hall, Racecourse Lane, Northallerton, North Yorkshire, DL7 8AL.

Enquiries and complaints

If you have any enquiries about your information, what we do with it or believe any of the details held are inaccurate, please contact us. If you wish to complain about the way the County Council has handled your information, contact the data management officer above.