

# Privacy Notice

## *Bus Passes*



**North Yorkshire**  
County Council

**This Privacy Notice is designed to help you understand how and why the County Council processes your personal data in relation to Bus Passes. This notice should be read in conjunction with the Council's [Corporate Privacy Notice](#).**

### **Who are we?**

North Yorkshire County Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR).

Older people of pensionable age and disabled people are entitled to a bus pass giving free off-peak travel on local bus services anywhere in England. This notice details how the Council will process personal data in order to facilitate this scheme.

The Council has appointed **Veritau Ltd** to be its Data Protection Officer. Their contact details are:

Data Protection Officer  
Veritau Ltd  
County Hall  
Racecourse Lane  
Northallerton  
DL7 8AL  
[infogov@northyorks.gov.uk](mailto:infogov@northyorks.gov.uk) // 01609 53 2526

### **What personal information do we collect?**

When applying for your bus pass, you will be asked to provide the following information that will be collected, stored and processed:

- Basic identifiers: Title, Name, Address, Date of Birth, and Gender.
- Contact Details: Telephone Number and Email Address.
- Supporting evidence of your age; if applying for an older persons pass.
- A head and shoulder photograph or image.
- The reference number from your current bus pass (for renewals).
- Blue badge number (if applicable).

If applying for a disabled persons pass then the Council will also ask for disability type and supporting evidence of your disability. See details of the eligibility criteria and evidence required here: <https://www.northyorks.gov.uk/disabled-persons-bus-pass>

### **Why do we collect your personal information?**

The County Council collects your personal information in order for the County Council to check your eligibility for the service using the guidelines provided by the Department for Transport and to facilitate the issuing of the bus pass and.

Your information may also be used to contact you when your bus pass has expired to remind you to reapply or to automatically reissue you with a card.

### Who do we share this information with?

We have a contract in place with a third party called ENCTS card management company and ENCTS card printing company who we share this information with so that your bus pass can be printed and sent out to you.

The County Council may share your information within the County Council and with external organisations such as the Police and other Councils if we suspect that a bus pass is being used fraudulently and /or a vulnerable person may be at risk. Basic identifiers and contact details are shared with other internal NYCC teams in order to offer consistent customer support. This information will also be shared with District Councils as part of the Better Together sharing agreement.

The County Council participates in the National Fraud Initiative which is currently run by the Cabinet Office. Your information will be shared with Cabinet Office as part of an exercise that matches electronic data within and between public and private sector bodies to prevent and detect fraud.

### How long do we keep your information for?

Data held	Retention period
<b>Customer details and records relating to bus pass applications, including supporting documentation sent with your application.</b>	For as long as the customer chooses to have a live bus pass.  Where bus passes are cancelled or not renewed data will be removed from the system within 12 months.

### What is our lawful basis for processing your information?

The Council processes your personal data in order to comply with its statutory duty as a Travel Concession Authority of issuing travel concession permits to eligible residents as set out in the Transport Act 2000.

**For More information about how the County Council uses your data, including your privacy rights and the complaints process, please see our [Corporate Privacy Notice](#).**