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Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of it.

This notice tells you what information we collect and process in order to provide transport services to qualifying individuals and to the residents of Cambridgeshire. We deliver services to meet our duties under the

- Transport Acts 1968 and 1985, 2000 Local Transport Act 2008, Buses Act 2017 and the Climate Change and Sustainable Energy Act 2006.

Teams within our Infrastructure and Growth Service have responsibility for

- Developing the transport strategy and policy for Cambridgeshire County Council and area based policies including monitoring and allocating Section 106 developer contributions
- Ensuring transport is well planned, suitably funded, and delivered in a timely and sustainable way to meet the needs of Cambridgeshire's new and growing communities
- Informing, influencing and approving the highway aspects of development proposals through its role as a statutory consultee for planning applications

Our Public Transport team manages all aspects of contracted Public Transport services and has responsibility for

- Concessionary bus passes: English National Concessionary Travel Scheme (ENCTS)
- Managing contracted bus services
- Working in partnership with operators of commercial bus services
- Community transport
- Taxicard scheme
- East Cambs Connect

## What information do we hold

To deliver the functions described above we need to collect and process information about people who request a service from us, who take part in projects we run, who give us feedback on things we are responsible for or who work with us as a volunteer, partner or a contractor to help us deliver our services.

- Contact and identifying details such as names, addresses, emails and phone numbers and details of ENCTS pass holders
- Information you provide when applying for services using on-line forms, such as applications for bus passes, and appeals in regard to decisions about ENCTS. This might be information that confirms eligibility criteria for some services, including details of any disabilities or care needs
- Information to ensure that the service provided meets an individual's needs, such as medical information or information about any special educational needs or disabilities.
- Details of car insurance, driving licenses and permits held by people who are applying to deliver community transport
- Names of people who book transport through Fexiroute, the routes they use and the dates they use these routes (loading lists)
- Information returned in consultations which is volunteered by people taking part in these
- Information shared as part of complaints, compliments or appeals so that we can respond to these appropriately

## **Who we share information with and why**

The information we collect is recorded in paper files, in databases and in electronic folders on Cambridgeshire County Council's secure network where it is accessible only to staff who need to see it to do their jobs.

All staff who have access to information about you will have received training on data protection and information security and they work to a code of conduct which requires them to respect the confidentiality of the information about you that they have access to in order to do their jobs.

In order to deliver the services you request, or which we are required by law to deliver we will share personal information with our partners and contracted services. When we do this our contracts take account of data protection legislation and we will share only what is necessary to perform our functions.

## **How long we keep hold of information for**

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice. For most records we make about you this will be up to 3 years after our last contact with you. Financial records are kept for 7 years

## Your Rights

Under Data Protection Legislation you have the following rights:

- Right of access (to receive a copy of your personal data)
- Right to rectification (to request data is corrected if it is inaccurate)
- Right to erasure (to request that data is deleted)
- Right to restrict processing (to request we don't use your data in a certain way)
- Right to data portability (in some cases, you can ask to receive a copy of your data in a commonly-used electronic format so that it can be given to someone else)
- Right to object (generally to make a complaint about any aspect of our use of your data)
- Right to have explained if there will be any automated decision-making, including profiling, based on your data and for the logic behind this to be explained to you.

Any such request can be submitted to the Data Protection Officer. Whether we can agree to your request will depend on the specific circumstances and if we cannot then we will explain the reasons why.

If you are unhappy with any aspect of how your information has been collected and/or used, you can make a complaint to the Data Protection Officer. You can also report concerns to the national regulator, the Information Commissioner's Office. Their details can be found on their [website \(https://ico.org.uk/concerns/handling/\)](https://ico.org.uk/concerns/handling/).

To contact our Data Protection Officer

Email: [\[email protected\]ambridgeshire.gov.uk](mailto:[email protected]ambridgeshire.gov.uk)

Phone: 01223 699137.

Write to: Data Protection Officer, Info and Records Team, OCT1224, Cambridgeshire County Council, Shire Hall, Cambridge, CB3 0AP