

## Fair Processing Notice – Concessionary Fare Scheme

### 1. Why do we collect and keep your personal information?

We collect and use your personal information so that we can identify who is eligible for a concessionary bus pass.

The Processing of your data is:

- Because we have a legal obligation to do so
- Because it is necessary for the performance of this public task to do so

### 2. How Information about you is used.

The information that you provide will be processed according to the General Data Protection Regulations 2016 and Transport Act 2000.

We have a duty to protect the public funds we administer and may use the information provided by you on this form to ensure that you are eligible for a concessionary bus pass. We will cross check the information with other sections of Pembrokeshire County Council.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, details of who is applying for a concessionary bus pass and details of why they are eligible are required. This information is shared with Welsh Government who fund the scheme. Information may also be shared with other internal departments within Pembrokeshire County Council and with The Auditor General for Wales.

Where an application is on disability grounds, it may be required to send the application form to the applicant's GP in order for them to confirm eligibility to receive a pass. The relevant section of the form is then completed by the GP and returned to the Council's Transport Unit.

We will not make any disclosures to third parties for marketing purposes.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to assess your entitlement to receive a Concessionary Bus Pass by Pembrokeshire County Council.

### 3. How long do we keep hold of your information?

The following information from the application form and disability assessment form (if applicable) are entered onto the All Wales Concessionary Fare Database:

- Name, address, date of birth, NI Number, Tel Number (if provided), email address (if provided).  
Photograph.

We will retain the application form and disability assessment form (if applicable) provided to us for a minimum of six years, in compliance with Welsh Government audit requirements. After the six years, the application forms are all securely disposed. The electronic records for each concessionary pass holder are held until we are informed that you no longer require use of the bus pass.

### 4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulations 2016. To make a request for any personal information we may hold you need to put your request in writing addressing it to:

Access to Records Team

Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

## 5. Your Rights.

Under the General Data Protection Regulations 2016, you have rights as an individual which you can exercise in relation to the information we hold about you:

- The right of **access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **rectification** – you have the right to ask to have your information corrected.
- The right to **restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **object** – this is not an absolute right and will depend on the reason for processing your personal information.
- The right to **not be subject to automated decision-making and profiling**

## 6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer  
Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

Email: [dataprotection@pembrokeshire.gov.uk](mailto:dataprotection@pembrokeshire.gov.uk)

Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

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

Email case [worker@ico.org.uk](mailto:worker@ico.org.uk) Telephone No: 0303 123 1113

**7. Changes to this privacy notice.**

We keep our privacy notice under regular review.