

SERVICE PRIVACY NOTICE TEMPLATE

Travel Choice programme

Privacy Notice

24.02.2020

Introduction

This privacy notice explains how the Council uses your data to deliver the Travel Choice programme elements you have asked/authorised it to undertake.

What personal data do we use?

- Name and Contact Details
- Age
- Gender
- Address
- Employment and education information
- Licences and permits held
- Your normal method of travel

Why do we use your data?

- For service delivery

What legal reasons allow us to use your data in this way?

Our legal basis for processing your personal data is that it is necessary to perform our public tasks as a local authority.

What will happen if you do not provide or we cannot obtain the data needed?

- We could not provide the service to you.

Who may we share your data with or receive it from?

- Between service delivery partners:
 - AECOM
 - Integrated Transport Planning Ltd

- Nottinghamshire County Council’s integrated health & wellbeing delivery partners (where you have expressed an interest in a health & wellbeing related services)
- Cycling delivery organisations (where you have expressed an interest in receiving cycle related services)
- Bus and rail operating companies (where you have used tickets provided by us)
- Alphagraphics printing company (where you have requested a household paper travel survey)
- RCAN (where you have expressed an interest in applying for a moped loan)
- From the Jobcentre Plus (where you have accessed the service or incentives through a Jobcentre)
- From your employer (where you have completed a paper travel survey)
- Digital survey providers, information may be temporarily stored by Citizen Space, Smart Survey and/or SNAP during the data collection process (where you have completed a paper, online or telephone travel survey).

Does the service make decisions using fully automated processes?

No.

The Remainder of this Privacy Notice, as it will appear on the Council’s Public Website is standard for all services and can be found at Appendix A

Appendix A

Who will be using your data?

Nottinghamshire County Council will process your data and we may also contract third parties to process your data on our behalf

May personal data be transferred overseas?

The Council may for operational purposes transfer personal data overseas. In these cases, we will ensure that your personal data is protected and there are safeguards

for the protection of your rights. Please refer to the [County Council's privacy statement](#) for further details.

How long is your data kept for?

This information is held in accordance with the Council's retention schedule – see [here](#).

What rights do you have over this use of your data?

- To be informed about how we use your data
- To access a copy of your data that we process
- To have us rectify or correct your data that we process
- To restrict our processing of your personal data
- To object to the use of your data
- To have your personal data erased
- To request that we transfer your information to you or another organisation
- To object to fully automated decision making
- To withdraw your consent (if it the legal reason why we use your data).

Some of these rights are subject to exceptions. Please refer to the [County Council's privacy statement](#) part 10 for further details.

Contact the Data Protection Officer:

If you have any concerns about how the Council is using your data you can contact the Council's Data Protection Officer by writing to:

Data Protection Officer
Nottinghamshire County Council
County Hall
West Bridgford
Nottingham
NG2 7QP

Or email: DPO@nottsc.gov.uk

Please see the County Council's privacy statement for further information:

<http://www.nottinghamshire.gov.uk/global-content/privacy>

Contact details of the Information Commissioner's Office:

If you are unhappy with how your data has been processed by the Council or you feel your data protection rights have been breached you have the right to complain to the Information Commissioner's Office at

Wycliffe House
Water Ln
Wilmslow
SK9 5AF

or via www.ico.org.uk