

Nottingham City Council

# Citycard Scheme

**Data protection statement**

Revision 1.1

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Nottingham  
City Council

# Citycard data protection statement

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**Nottingham City Council and their agents will only use the information that you have supplied to administer the Citycard scheme, and for customer services and research. We may use this information to contact you in relation to these purposes.**

**We may also use data that you have supplied us with together with any other data we may have lawfully collected such a ticket usage data or CCTV images for the detection and prevention of crime.**

Complying with our obligations under the Data Protection Act 1998 ('the DPA') and related legislation is important to us, and we have taken steps to ensure that we do.

## **Who are we?**

We are Nottingham City Council. We operate the Citycard scheme which is administered on our behalf by Nottingham City Transport.

## **Data controllers**

We are data controllers, as defined under the DPA. We are only allowed to process your personal data in accordance with the DPA and for the purposes notified to the Information Commissioner. We also advise our customers of our purposes in our Data Protection Statements. You can find more information at the Information Commissioner's website at <http://www.informationcommissioner.gov.uk/>

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

We collect the information that you give to us when you complete one of our forms, use the website or answer our questions over the 'phone. We may collect information when you use our services e.g. journey data. In addition, we may also obtain information about you from other lawful sources. We will amend or delete any personal data relating to you that are found to be incorrect or out of date. If you are aware of any changes that should be made to your personal data, please contact us as soon as possible.

## **Do we collect sensitive personal data?**

On occasion, we may need to collect what is called sensitive personal data. For instance, if you apply for a Mobility Citycard we will ask you for information about your disability.

## **What do we use the personal data for?**

The personal information that we collect is used for the following purposes,

- to provide you with the service applied for
- for the ongoing administration of the service
- to allow us to improve the products and services we offer to our customers

- for research and statistical analysis including travel patterns
- to enable us to conduct surveys
- for the prevention and detection of crime
- to enable us to comply with our legal and regulatory obligations

To ensure that we follow your instructions correctly and to improve our customer service, we may monitor and/or record any communication between you and us.

### **Do we use your information for marketing purposes?**

We may contact you to let you know about our other related products or services.

We will not pass your information to third parties. Other than for the purposes specified in this document.

### **How we will contact you**

This may be by post, e-mail, telephone or text messaging to SMS enabled devices depending on the information you have provided to us.

### **How long do we keep your personal data?**

We will retain your information for as long as necessary to fulfil the purpose(s) above, and in accordance with the law.

### **When do we disclose your information to third parties, and why?**

We will only disclose your information to other parties in the following limited circumstances

- where we are legally obliged to do so, e.g. to law enforcement and regulatory authorities
- where there is a duty to disclose in the public interest
- where disclosure is necessary to protect our interest e.g. to prevent or detect crime
- where you give us permission to do so e.g. on an application form

### **Do we use data processors?**

We use reputable agents (data processors) to undertake projects on our behalf, e.g. computer services, market research surveys and mailings. We will provide information to those agents specifically for use in connection with those projects. The information that we provide to them will be protected by a confidentiality agreement and is to be used solely for completing the project. These agents are required to process the information in accordance with the DPA and our specific instructions.