

Privacy Notice for Concessionary Travel

Concessionary Travel Scheme is a national scheme by the Department for Transport in conjunction with local authorities across England. The scheme provides for the following.

- Blue Badge
- Freedom Pass
- London Taxi Card

The process involves a single assessment to simplify the application process for Blue Badges, Taxicards and Freedom Passes.

We collect the following information:

- Client Name
- Client Address & Phone
- National Insurance Number
- Age
- Gender
- Ethnicity & Religion
- Medical history
- Next of Kin Name
- Next of kin Address & Phone

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information

We collect information in a number of ways, for example, by letter, email, face-to-face, telephone, online forms etc. Personal information of clients who apply for Concessionary Travel is received via email, post or online

Who the information is shared with

We will only process and share your information as set out here and at all times in accordance with the data protection principles set out in the Data Protection Legislation. These principles include keeping your information secure and up-to-date and using it in a fair and lawful way for specified purposes.

In most other circumstances we will ask you for your written consent to share your information in any other way and with any other individual/organisation, such as your solicitor. The types of situation when we may not ask for your consent are when it is in the interest of safeguarding either you or a member of your household.

We will use the information for the following purposes:

- To share with external and internal bodies responsible for administering public funds
- To share with other council services to assess your eligibility to travel other concessions and/or financial assistance from the council
- To identify and advise you about other council services you might be interested in

- To recover debts
- To Detect and prevent fraud

We may match the information you provide with other information we hold about you whether provided to us by you, or anyone else. We may also obtain other information about you from third parties and give information to them to:

- Make sure the information is accurate
- Prevent, detect and prosecute fraud
- Protect public funds
- Recover debts owed to the council

These third parties include:

- Police, London Council's and National Badge Service
- Other local authorities and government departments
- Any Organisation that the council contracts with to deliver the assessment process and administer public funds

How long do we keep your information?

Personal Information will be held for a 5 year period which is the duration of a Freedom Pass.

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new 'data protection legislation' (General Data Protection Regulation) also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit www.harrow.gov.uk/subjectaccess

If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it ConcessionaryTravel@harrow.gov.uk

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

Automated Decision Making

We do not carry out any automated decision making

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.

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