



Northumberland County Council

Passenger Transport Team

How we handle your information

Everyone working for the Passenger Transport Team has a legal duty to keep and process information about you in accordance with the law. This document explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about our service users (which can include children, vulnerable adults and young people and their parents and/or carers) to enable us to carry out specific functions for which we are responsible and to provide you with a service.

We keep records about children, vulnerable adults and young people and their parents and/or carers. These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- basic details about you, for example, name, address, date of birth, contact numbers
- photographic records including student ID, student passport style photos
- unique identifiers (such as your NI number)
- contact we have had with you, for example, appointments & letters of correspondence,
- notes and reports about your relevant circumstances
- details and records about the service you have received,
- relevant information from other people that we have been in contact with in relation to the service that you have received
- details of appeals you have submitted in relation to applications for travel support which have been declined
- details of documentation you have submitted as part of an application or appeal for travel support, this could include proof of your child's religious faith such as a baptismal certificate or proof of your low income such as a taxi credit award letter from the HMRC.
- details of the travel arrangements put in place for you or your child
- information provided by you or other people in relation to your needs or particular circumstances or the needs of your child

What is the information used for?

Your records are used to help ensure that we provide you or your child with the travel support needed to:

- deliver services and support you
- enable us to manage the services we provide
- train and manage our staff or contractors who deliver those services to you
- investigate any worries or complaints you may have about our goods or services
- check the quality of our services
- help with research and planning of new services



It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

Legal basis for processing your information

There are a number of legal reasons why we need to collect and use your personal information. In order to provide you or your child with this service, we rely on the following:

- processing is necessary for the performance of a contract
- processing is necessary for the performance of a task carried out in the public interest
- processing is necessary for compliance with a legal obligation
 - Education Act 1996 and Education and Inspections Act 2006
 - Equalities Act 2010
 - Transport Acts 1968, 1985 and 2000

How long for?

Your details will be kept for a maximum of 6 years from the last application for school transport that you submitted or at the age of 24, if the last application for transport was submitted prior to your child's 18th Birthday. Processing is kept to a minimum and will only be processed in accordance with the law.

Occasions when your information may be shared include:

- when assessing an application for travel support
- when reviewing the transport arrangements that have previously been put in place
- when considering withdrawing travel support
- where the health and safety of others is at risk,
- when the law requires us to pass on information under special circumstances,
- crime prevention or the detection of fraud as part of the National Fraud Initiative

When other agencies are involved in providing travel support for you or your child such as Social Workers, other council employees such as School Admission Officers, Early Help Officers or Family Support Workers, Medical Practitioners, Head Teachers, Day Centre or Care Home Managers, or their staff etc we may need to share details about you to enable us to work together for your benefit.

Information will only be shared with third parties if they have genuine and lawful need for it.

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- where we encounter infectious diseases which may be a public health concern
- where a formal court order has been issued.
- where we suspect fraudulent or illegal activity has taken place



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Partner organisations

We work with a number of partner organisations in the delivery of passenger transport services. Working with partner organisations is necessary to ensure we have all the relevant information we need to ensure appropriate travel support is put in place for service users

These could include:

- Other Local Authorities
- Care Home Providers
- Pediatric nursing teams
- External training providers
- Contracted transport providers such as taxi, minibus & coach operators
- Other NHS organisations/teams who are involved in your care

Information will be processed within the EEA and will not be shared with overseas recipients

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your passenger transport service records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for certain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office, whose contact details are below.



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10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us. Please contact Mark Cusack on 01670 624081 or email: mark.cusack@northumberland.gov.uk

Data Protection Officer: informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: caserwork@ico.org.uk