

Transport Privacy Notice

Who we are:

Commissioning:
Communities Section,
Commissioning and Strategy,
Royal Borough of Windsor and Maidenhead
Town Hall, Maidenhead, SL6 1RF

The lawful basis for processing the information:

Main Primary legislation
The Transport Act 1985

Secondary legislation
Local Authorities (Transport Charges) Regulations 1998
Public Contracts Regulations 2015

How do we collect information from you:

Personal data is provided by the customer either by post, telephone, in person or electronically by email or by completing our online forms on the council's website. Information may also be provided to us from the following:

- Royal Borough of Windsor and Maidenhead Customer Service Centre
- Transport operators:
 - Courtney Buses
 - White Bus
 - People to Places
 - First Bus
 - Arriva
 - Reading buses
- Fleet providers
 - Alphabet (Alphacity)
- Project Centre
- Thames Valley Police.

What type of information is collected from you:

Depending on the enquiry we collect name, address, contact details, driving licence details, and nature of enquiry.

How we use the information you have provided:

The information is collected to enable Transport enquiries to be resolved (such as further information required) for Transport users and fleet users; to enable them to be processed and for enforcement and prosecution purposes if required.

Who has access to the information about you:

Members of the Commissioning: Communities section have access to this information, along with authorised users of the JADU Customer Relationship Management system and Confirm asset management database.

Who we may share your information with:

Depending on the nature of the enquiry information may be shared with the following:

Royal Borough Internal departments

Commissioning: Communities section
Customer Service Centre
Risk and Insurance team
Human Resources
Financial Control

External companies

- Project Centre
- Transport operators:
 - Courtney Buses
 - White Bus
 - People to Places
 - First Bus
 - Arriva
 - Reading buses
- Fleet providers
 - Alphabet (Alphacity)
 - Lex Autolease
 - Go Plant
- Thames Valley Police

How long we store your information– permanent retention

Does your service utilise automated decision making? – No.