

## Concessionary Bus Pass Privacy Notice

### Who we are:

The Concessionary Bus Pass  
Library and Resident Services  
Libraries and Customer Contact Face-to Face  
Maidenhead Library  
St Ives Road  
Maidenhead SL6 1QU

### Lawful basis for processing the information:

The Council has a statutory duty to perform this function in legislation through the Greater London Authority Act 1999 and the Transport Act 2000 (as modified by the Concessionary Bus Travel Act 2007)

<https://www.gov.uk/government/publications/guidance-for-travelconcession-authorities-on-the-england-national-concessionary-travel-scheme>

### How we collect information from you:

In order to issue a Concessionary Bus Pass we collect information when you apply at an issuing centre. We also check your information is up to date when you renew your Bus Pass, either in person or online.

### What information is collected from you?

To issue a Concessionary Bus Pass we collect information about your name, date of birth, disability, gender, address, telephone number and a photograph.

### How we use the information you have provided:

The personal information provided by you the resident allows us to check eligibility and issue a Concessionary Bus Pass to those who are entitled.

### Who has access to the information about you?

All staff employed by RBWM Library and Resident Services including volunteers.

### Who we may share your information with:

We may share personal data as part of the National Fraud Initiative.

### **How long we store your information:**

We keep your information on the Bus Pass system as long as you are a resident of the Royal Borough of Windsor and Maidenhead or until you tell us otherwise. Your pass will need renewing every 5 years at which point your details will be confirmed and a new pass issued. Non-renewal of the pass will mean personal data is deactivated.

**Does your service utilise automated decision making? – No**