

Service Area: Public Transport Directorate: Development and Growth PN-273

09/2022

The **Public Transport team** are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Analysing your response collectively with other survey respondents' answers to determine the usage habits and public perception of bus services within the city.
- Using the analysis results to determine which areas of our public transport services require improvement.
- Contacting the winner of the prize draw using the email address provided by the winner.

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above will relate to your:

- The answers you provide within the survey's multiple choice questions.
- Any information you choose to include within the free text sections of the survey.
- Your email address if you choose to enter the prize draw.
- Any personal information you choose to disclose in the voluntary Equalities Monitoring section of the survey.

The information we process about you may include the following 'special categories of personal data':

- Race or Ethnic origin
- Religious beliefs
- Physical or mental health
- Sex life or sexual orientation

Lawful basis for processing

The basis under which we use your personal information for these purposes is that your consent. You can withdraw your consent for us processing your personal data, you can do this by emailing iinu.scott@nottinghamcity.gov.uk.

The condition under which we process 'special categories of personal data' is that such use is **explicit consent** and in accordance with the provisions of the UK General Data Protection Regulation and the Data Protection Act 2018.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- Nottinghamshire County Council, Derbyshire County Council, and Derby City Council, which form our D2N2 RTI Partnership, to inform or joint efforts to improve public transport within each region.
- The Department for Transport as evidence of the impact of the Real Time Information Back Office and Hardware Future Proofing project.

The information may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You are not obliged by statute or contract to provide the information that is specified here. However, if we were not able to process your personal data your survey

responses may not become part of the analysis process and therefore not inform the council's choices in what future public transport improvement projects are undertaken.

How long will the Council retain the data for?

The information that you have provided will be kept for **up to six months**. Non-personal data collated from your responses which does not identify you in any way will be kept for longer to allow us to compare trends over longer periods of time.

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

A right to request a copy of your information

A right to request rectification of inaccurate personal data

A right to request erasure of your data known as 'the right to be forgotten'

A right to in certain circumstances to request restriction of processing

A right in certain circumstances to request portability of your data to another provider

A right to object to processing of data in certain circumstances

A right regarding automated decision-making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

You can contact the data protection officer at:

Loxley House,
Station Street,
Nottingham,
NG2 3NG

or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have

processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House,
Water Lane
Wilmslow,
Cheshire
SK95AF

www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .