

Privacy Notice for Public Transport



Nottingham City Council Information Compliance

Service Area: Public Transport
Directorate: Growth and City Development
PN - 330

October 2023

Public Transport is asking you to complete a survey as part of focus group sessions. Public Transport 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 can use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Requesting that you fill out a questionnaire relating to your personal characteristics and opinions of a service that has been provided;
- Researching and analysing the answers;
- To facilitate your participation in a focus group if you consent to this;
- Using the data to inform and promote initiatives to improve services;
- If applicable, to follow up on requests or comments made if you consent to this.

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 provided by you may include:

- Name
- Contact email address
- Age
- Gender

The information provided by you may include the following 'special categories of personal data':

- Race or Ethnic origin
- Religion

- Physical or mental health (whether you have a disability)
- Sexual orientation

This is only related to you when you provide your contact details for the reasons stated above, as the answers you provide could be linked to your contact information.

Lawful basis for processing

The basis under which we use your personal information for these purposes is **consent**. The condition under which we process special categories of personal data is that such use is based on your **explicit consent** and **substantial reasons of public interest** under Schedule 1 Part 2 Paragraph 8 of 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. The information provided by you 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 to provide some of the information that is specified here.

How long will the Council retain the data for?

The information that you have provided will be kept for the duration of your participation in the group(s), which may run for a number of years. We will contact you on a regular basis to ensure you still wish to participate and your personal data will be deleted if you tell us to remove it. It will be kept for no longer than is necessary for the purposes that we have outlined to you.

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

The Data Protection Officer is Naomi Matthews. 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> .