

# Privacy Notice for Study into Mobility as a Service - Smart Ticketing Team



**Nottingham City Council  
Information Compliance**

**Service Area: Public Transport  
Directorate: Growth & City Development  
PN-209**

**June 2021**

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The **Smart Ticketing Team** are part of Nottingham City Council (the 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 to assist us in a study into Mobility as a Service (MaaS).

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 be processed?**

As part of the research, SYSTRA will explore and record your opinions towards various features of an Open Access MaaS platform, as part of the Derby-Nottingham Future Transport Zones (FTZ) project. This may also include your current travel habits and your views about various methods of transport.

If you are a member of the public taking part in the study, your telephone number, email address and first name has been provided by JTL Research in order to invite you to participate in this research. If you are a Stakeholder taking part in the study, your telephone number, email address, first name and business sector has been collated by NCC and passed to SYSTRA which is NCC's processor. This information

is shared in order to invite you to participate in this research and this will only be carried out with your consent.

The feedback you provide during your interview or focus group, with your consent, will be audio recorded. This is so the interviewer/group moderator can revisit the recording and expand on the initial notes they make. This will also ensure they are reflecting the feedback you provide accurately. You can withdraw your consent at any time and the personal data will be deleted.

### **Lawful basis for processing**

The basis under which we use your personal information for these purposes is consent.

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

SYSTRA Ltd (SYSTRA) is the Data Processor and JTL Research and FlexMR are sub-processors. All parties will be collecting and processing your personal data. Your personal data during this commission will only be shared between SYSTRA, our sub-processors and the Council.

The information will be used in the public transport department, 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.

Following this study the Council may request to share access to your data with their procured MaaS provider, in order to provide continued engagement in developing the service. More information will be given about this at the end of the study. In this case we will seek a further consent for sharing this data.

Your results from this commission will not be identifiable to NCC

### **Do I have to provide the information?**

You are not obliged by statute to provide some of the information that is specified here. However, by taking part in the study you will be asked to provide information about yourself

### **How long will the Council retain the data for?**

The information that you have provided will be kept for two years. At the end of the retention period, SYSTRA and our sub-processors will erase all personal data collected as part of the research.

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](mailto:data.protectionofficer@nottinghamcity.gov.uk) .

If you have any concerns or questions you can also contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

If you would like any more information about the research study please contact the SYSTRA research manager, Bradley Goodsell: [bgoodsell@systra.com](mailto:bgoodsell@systra.com).

### **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](http://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](http://www.ico.org.uk)

### **Further Information**

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