

## **London Councils**

### **Data Privacy Notice Under GDPR**

#### **Transport and Mobility Services – Health Emergency Badge (HEB) Privacy Notice**

##### **The Identity of the company**

London Councils Transport and Mobility Services – HEB Database, badge production and distribution.

We take your privacy seriously therefore we urge you to read this policy carefully because it contains important information about us and:

- The personal information we collect about you
- What we do with your information, and
- Who your information may be shared with.

##### **Who we are**

London Councils are a 'Data Controller' for the purpose of the General Data Protection Regulations (GDPR) i.e. we are responsible for, and control the processing of, your personal information.

##### **What is the legal bases for the collection, use and storage of the data?**

Public Task. Under delegated authority from the 32 London Boroughs and the City of London utilising the London Councils Transport and Environment Committee Agreement, we require this data for applicants of the HEB scheme in order for us to assess the application and issue badges to hospitals, practices and clinics where appropriate.

##### **What information do we collect?**

- Name of applicant
- Email address of applicant
- Telephone number
- Name of hospital/ practice/clinic
- Address of hospital practice/clinic
- Number of medical staff employed at hospital/practice/clinic
- Name on credit card for payment
- Credit card number and expiry date for payment

This information will be collected for:

Maintenance and collation of records for the HEB application database.

### **Monitoring and recording communications**

We may monitor communications such as emails and telephone calls for the following purposes:

- Compliance
- Quality Assurance
- Training
- Fraud Prevention

### **How we use the information we collect?**

We collect information about you for the following purpose:

- To maintain the database of those hospitals, practices and clinics that have applied for and received HEBs.
- To keep a record of badges that have been issued
- To maintain a record of the contact details of individuals applying for HEBs to inform, advise and communicate with you
- To monitor the effect of the scheme in relation to local authority policies and practices.

### **Details of how long the data will be stored?**

HEBs last for a period of two years.

All data relating to expired HEBs will be deleted two years after the date of expiry. This is for audit purposes and to ensure the data is required for any on-going enforcement purposes.

All financial records will be kept for a period of 6 full financial years

### **Who your information may be shared with?**

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity
- London Tribunals
- The Traffic Enforcement Centre (TEC)
- Other London Local Authorities

The information will be shared internally to enhance the performance and efficiency of services.

## **Keeping your information secure**

We will use technological and organisational measures to keep your information secure.

These measures may include the following:

- All data is stored on a database on a secure server which is password protected.
- All payment processing is undertaken using Payment Card Industry (PCI) compliance systems

## **What rights do you have?**

The data protection legislation provides a number of rights with respect to your personal data. Those applicable rights relating to the reasons we collect and hold your personal data are:

- The right to be informed
- The right of access
- The right to rectification
- The right to object

Right to be informed – The creation of privacy notices and statements outlines the reasons for the collection and the use of personal data

Right of Access – you have a right to request a copy of your information.

You can request a copy of the information that we hold (this is known as a Subject Access Request). If you would like a copy please:

- Email or write to us (using the contact details below)
- Provide proof of your identity and address
- Provide details of the information that you require a copy of, including any account or reference numbers if applicable
- Subject Access Requests can be made at the link below

Right to correct any mistakes in your information

You can request us to correct any mistakes in your information which we hold. If you would like to do this, please:

- Write to us (using the contact details below)
- Provide enough information to identify you ( e.g. name), and
- Provide details of the information that is incorrect and what it should be replaced with, evidencing where possible.

Right to be object – you have the right to object to the processing of your personal data in certain circumstances. However it must be stated that the personal data collected is a requirement of the application process and without these details HEBs will not be processed or issued. Therefore it is unlikely that any objection received will be upheld if you wish to receive an HEB.

### **Contact details**

If you wish to contact London Councils Data Controller regarding your personal data or any other concerns you may have regarding its processing you can do so by contacting our Data Protection Officer at the following address:

[dataprotection@londoncouncils.gov.uk](mailto:dataprotection@londoncouncils.gov.uk)

Please note that these details are NOT to be used to make a general enquiry or challenge a PCN.

If you are unhappy with how the Data Controller has processed your data, or if you feel they have acted in a way that has breached your data protection rights you have the right to complain to the Information Commissioners Office (ICO) by calling 0303 123 1113 or visiting their website [www.ico.org.uk](http://www.ico.org.uk)