



West Lothian Council

Privacy Notice – Passenger Transport including School and Community Transport

Our contact details

Name: Passenger Transport

Address: Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP

Phone number: 01506 282317

Email: Nicola.gill@westlothian.gov.uk

Notice completed October 2024

The personal information we collect

We will collect personal information about you. This information could include:

- names, address, telephone number, email address, service user's date of birth, any health condition that may require additional transport arrangements to be made, for example walking aid or wheelchair requirements.

How we get your personal information and why we have it.

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You have asked us to provide you with a transport service and we need your personal information to be able to provide that service.
- We use the information that you have given us in order to provide the services you request and, if necessary, to contact you about those services, or to arrange alternative pick up-drop off points.
- To identify the candidate response to the 'Driver and Escort Theory Assessment' carried out.
- We have asked you to complete a survey and may contact you in association with the survey you have completed.
- We may also use your information to assist us to plan future services and to contact you about the service you have received.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Education – new start pupil information to verify transport applications.
- Social Work – to provide tailored requirements according to individual needs
- Housing – for the provision of emergency, temporary transport
- Charity organisations – for the provision of emergency, temporary transport

Under data protection law, the lawful bases we rely on for processing this information are:

We have a legal obligation to provide school and community transport.

Who we will share your information with?

- We will share certain information such as names, addresses and medical requirements with community transport staff, but only if required to meet your request for transport
- Where necessary, information will be shared with relevant internal partners such as Social Policy, Education and Housing Services. Only the minimum amount of information required will be shared.
- We may share your contact details with external transport operators, but only if required to deliver your transport provision.

Your information will not be shared with the public.

How long do we keep your information?

- **Community Transport** - We will keep your information for a period of **three years** after the ending of the service delivered to you.
- **ASN and School Transport** - we will keep your information for a period of **three years** after the minimum school leaving age of 16.
- **Driver and Escort Theory Assessment** – we will keep your information for a period of **four years** upon completion of any assessment or refresher.

- **Surveys** - We will keep your information for a period of **five years** after you complete the survey, although personal data captured is minimal.

Your rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

To make a request please contact us at West Lothian Council, Whitehill Service Centre, 4 Inchmuir Road, Whitehill Industrial Estate, Bathgate, EH48 2EP

Email – nicola.gill@westlothian.gov.uk

Providing accurate information

It is important that we hold accurate and up to date information about you. If any of your details have changed, or change in the future, please ensure that you tell us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact us at the address above. You can also contact the **Data Protection Officer**, West Lothian Council, West Lothian Civic Centre, Howden South Road, Livingston, West Lothian, EH54 6FF, email: DataProtectionOfficer@westlothian.gov.uk

More information about data protection and how it applies to you, including how to make a complaint, is available from the [Information Commissioner's Office at https://ico.org.uk/](https://ico.org.uk/)

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113