

PRIVACY NOTICE – Passenger Transport including School and Community Transport

Our Contact Details

Name: Nicola Gill

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

Phone Number: 01506 282317

YOUR PERSONAL INFORMATION AND HOW IT WILL BE USED

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

- a) We have a legal obligation.

We will collect personal information about you to deliver our services.

For service users, 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, including using satisfaction surveys. We may also use your information to assist us to plan future services.

For transport operators, drivers and escorts, we use the information you provide to ensure operational, contractual and legislative compliance for the services provided.

Under data protection law, the lawful basis we rely on for processing most of this information is: We are legally obliged to provide safe school and community transport.

We only keep information about you for as long as required. The table shows what information we collect, and how we manage this.

For this activity:	We collect	From	Reason	Information retention	We will share this with these organisations
Main stream school transport requests	Contact details of you and your child	You	Management, delivery and planning of school transport service	Three years after the minimum school leaving age of 16	External transport operators if required to deliver the service
ASN school transport requests	Contact details of you and your child Additional travel related support needs of your child	You	Management, delivery and planning of school transport service	Three years after the minimum school leaving age of 16	External transport operators if required to deliver the service
Community Transport Service	Contact details of you and the service user Medical travel related requirements of the service user	You	Management, delivery and planning of community transport service	Three years after the end of service provision	External transport operators if required to deliver the service

For this activity:	We collect	From	Reason	Information retention	We will share this with these organisations
Driver and escort management	Contact details PVG status Assessment results Photograph	You / the company you work for	Management, delivery and planning of the service Legal and safe delivery of the transport service Photographs are required to create an ID badge	Three years after the end of any contract you deliver	Parents and carers will be given your name

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 limited 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 contact us using the contact information at the start of this document.

PROVIDING ACCURATE INFORMATION

It is important that we hold accurate and up to date information about you in order to provide a safe and compliant transport service. 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

DATA LABEL: PUBLIC



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/>

The Information Commissioners address:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire
SK9 5AF
Helpline number: 0303 123 11133