

How your personal Information is used by Travel and Fleet Services.

Here at Midlothian Council, we take your privacy seriously. Under the Data Protection Act 2018, you have a right to know how we collect, use and share your personal data.

This privacy notice explains the information we need in order to carry out Travel and Fleet Services. This activity is part of Commercial Operations provided by Midlothian Council.

Our Privacy Promise

We promise to collect, process, store and share your data safely and securely.

What lets us collect your information?

If we work with you we will be acting under some, or all, of the legislation noted below:

- Disabled Persons Parking Badges [Scotland] Act 2014
- The National Bus Travel Concession Scheme for Older and Disabled Persons (Scotland) Act 2006 as amended in 2013, 2015 and 2017
- Scottish Public Services Ombudsman Act 2002
- Education (Scotland) Act 1980

What kinds of personal data do we collect?

The personal data we collect might include your **name, address, telephone number, National Insurance number, benefit information and email address or other information that identifies you.** If necessary, we might also collect what is called 'special category' data - that is, sensitive information such as medical/health information.

How do we collect your personal data?

We collect your personal data in many different ways. You might give us your personal data yourself, by entering your information in a form on the Council website or by contacting a Council officer in person, in writing or over the phone. We might also receive your personal data from other agencies or local authorities. If we share information regularly with another organisation, the conditions for sharing your personal data are set out in an Information Sharing Agreement.

How do we use your personal data?

We need to establish if you are eligible to receive a travel concession, blue badge, or access to school transport for your child and need the information to assess your personal situation. We will use your information to verify your name and address against other Council systems that hold your data.

If you are a Council Employee, we may also need your driving licence information and endorsements for the purpose of driving Council vehicles.

Why do we share your personal data?

When you apply for an Entitlement Card, we will share your personal data with third parties who produce and distribute the cards on our behalf.

We may need to share your information for the purpose of fraud investigation or misuse of concession passes; for the purpose of providing other concessions; in order to provide other services such as School Transport; and with other local authorities throughout the UK where persons with concessions move between authorities.

With whom do we share your personal data?

If necessary, we might share your personal data with other agencies and authorities, depending on the service being provided. We will only share your personal data if it is necessary to do so, and the appropriate conditions have been met.

The external bodies with whom we share information might include (organisations with a star are mandatory):

- *Local Authorities throughout the UK
- *Transport Scotland
- *Police Scotland
- Council Service Providers

Personal data is also shared between Midlothian Council services, including schools.

How long do we keep your personal data?

Your personal data is kept in line with Midlothian Council's Retention Schedule. The retention schedule sets out the kinds of information the Council creates and uses, how long it should be kept, and what should be done with it at the end of its 'life'. To access our retention schedule please click [here](#)

Further Information

You can find out more about how we use your information to detect and prevent fraud or crime, information collected through our website, recorded telephone calls, CCTV, the rights you have under the Data Protection Act, and how to contact us by referring to the overarching Midlothian Privacy Policy.