

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to provide a home to school transport service.

Date of Issue: 11th May 2018

Update History:

11/05/2018	First issue of a new Privacy Notice
13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Economy & Environment
Service: Transport & Countryside
Team: Transport Services

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

What data will we collect about you?

When an application is made, we collect:

- Parent/Carer details which may include the following –

- Names ○ Address ○ Email ○ Telephone number ○ Date of birth ○ Benefit entitlements * ○ Bank details *
- Disability/medical conditions. *
- Pupil/student details which may include the following –
 - Names ○ Address
 - Gender
 - Date of birth ○ Name of school/college ○ Disability/medical conditions
 - Adjustments required for transport purposes
 - Benefit entitlements *
 - Photograph. *

(After an initial application is received, further information may be required – for example: for the purposes of a personal transport budget or parental mileage claim we may require parental/carer bank details; for a smart card application we may require a student photograph; for low income family transport, parental/carer benefit entitlements may be required; and/or for appeals, parental/carer/student benefit entitlements or personal circumstances may be relevant).*

What will we use your data for?

- To determine and inform parents/carers on eligibility for transport requirements/passes
- To determine needs/requirements/abilities and schedule and arrange transport accordingly
- For contacting and notifying parents/carers for queries, difficulties, opportunities and changes with transport arrangements
- To invoice parents/carers for contribution-based transport
- Bank details will be used only and specifically for issuing BACs payments to parents/carers, where appropriate
- Parental/carer disability/medical information may be required for the purpose of school transport appeals

Who will see your data?

- Authorised West Berkshire Council staff
- Authorised transport providers (operators)
- Schools/colleges or other educational establishments to which transport is being provided (for contractual and safeguarding purposes)

(Please note: parental/carer bank details and benefit entitlements will not be shared with transport providers/schools/colleges).

Why do we do this?

West Berkshire Council assess entitlement to and arrange home to school/college transport assistance for eligible children in the public interest in its role as a Public Authority.

The Council has a statutory duty to perform this function through the Education Act 1996 and the Education and Inspections Act 2006.

The data you give us is used solely to assess entitlement and arrange transport for eligible children. You are entitled to refuse to provide the data (ie by not making an application), but doing so will clearly affect the Council's ability to provide the service you are seeking.

There's more on your rights below.

How long will your data be kept?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on the Council's database (Routewise) and route scheduling software (Qroutes) and will be protected using up-to-date technical and organisational security measures.

The information will be held on the Council database/scheduling software for the assessment, provision, scheduling and allocation of transport and/or on a secure payments system (Agresso) for payment purposes, as appropriate.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO).

It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

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

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