

Rail Discount Privacy Notice

The following Privacy Policy explains how Travel for Cambridgeshire gathers and uses personal information that is provided by its members for the purpose of claiming the 10% rail discount.

Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of information we hold about you.

If anything in this notice is not clear, or if you have further queries, please get in contact with the Data Protection Officer using the details at the end.

What information do we hold

Travel for Cambridgeshire collects information about employees claiming the 10% rail discount who live in Cambridgeshire as well as people outside the county who use the service that we provide.

These employees are employed by organisations who pay an annual membership fee to be part of the Travel for Cambridgeshire network. The Travel for Cambridgeshire membership entitles employees to claim 10% rail discount on season tickets for the purpose of travelling to work.

When claiming the 10% discount employees are required to fill in a Rail Discount Claim Form. This form collects the following information:

- Name of claimant
- Address of claimant
- Contact number of claimant
- Rail photo card number of claimant
- Signature of claimant
- Claimants employers name
- Claimants employers address
- Journey start and end location e.g. Ely Station to Cambridge Main
- Start date of season ticket
- Ticket type/duration e.g. annual ticket

Why do we have it and what do we use it for

The personal data captured on the Rail Discount Form is collected for the following reasons:

1. To verify that an employee is entitled to the 10% discount and to eliminate fraudulently activity. Employer details will be checked against a list of Travel for Cambridgeshire members eligible for the 10% discount held at Cambridge and Ely Station.
2. Journey details and ticket type are captured to analyse and report on the number of employees claiming the train discount and the cost savings made through this benefit.
3. Further analysis is carried out on the type of tickets being purchased and the stations being most frequently used, this is reported anonymously and in an aggregated format.

Whenever we use information, we always limit this to only the details that are needed and we ensure that it is used safely and securely. We require anyone we share information with, or who uses it on our behalf, to do so too. All staff [and councillors] receive training on data protection and information security.

We will gain your consent to process your personal data for this purpose.

Who we share information with and why

1. The Rail Discount Claim forms are collected by Greater Anglia station staff and stored securely at the station, when employees purchase the train tickets and claim the rail discount.
2. Travel for Cambridgeshire will collect the Rail Discount Forms at regular intervals throughout the year from Cambridge Train Station, to carry out analysis and reporting. Data provided on the form will be shared with Greater Anglia once migrated into an electronic format.
3. The following information will be shared with each member organisation about their employees only:
 - Name of employee (first initial and surname only)
 - Start Location of the train journey and end location e.g. Ely Station to Cambridge Main Station
 - The 10% cost saving made by the employee in £'s
 - A calculation of distanced travelled if using a car (station to station) e.g. Ely Station to Cambridge Main station = 16.8miles
 - CO² savings taken off the road as opposed to driving.

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework.

How long we keep hold of information for

We only keep information for as long as it is needed. All paper Rail Discount Forms will be securely destroyed once the reporting data is migrated to an electronic format by Travel for Cambridgeshire. We will then hold the electronic data for 1 year or less, the annual Travel for Cambridgeshire membership duration for the paid member organisation.

What rights you have

You have various rights around the data we hold about you.

- Right of access (to receive a copy of your personal data)
- Right to rectification (to request data is corrected inaccurate)
- Right to erasure (to request that data is deleted)
- Right to restrict processing (to request we don't use your data in a certain way)
- Right to data portability (in some cases, you can ask to receive a copy of your data in a commonly-used electronic format so that it can be given to someone else)
- Right to object (generally to make a complaint about any aspect of our use of your data)
- Right to have explained if there will be any automated decision-making, including profiling, based on your data and for the logic behind this to be explained to you.

Any such request can be submitted to the Cambridgeshire County Council Data Protection Officer. Whether we can agree to your request will depend on the specific circumstances and if we cannot then we will explain the reasons why.

You have the right to withdraw your consent at any time. Doing so may mean we are unable to provide the service you are hoping to receive and the implications of you giving or withdrawing your consent will be explained at the time.

If you are unhappy with any aspect of how your information has been collected and/or used, you can make a complaint to the Data Protection Officer. You can also report concerns to the national regulator, the Information Commissioner's Office. Their details can be found on their website:

<https://ico.org.uk/concerns/handling/>

Contact details

If anything in this notice is not clear, or if you have further queries, please get in contact with the Data Protection Officer.

Data Protection Officer, Cambridgeshire County Council, Shire Hall, OCT1224, Cambridge, CB3 0AP

Email: Data.protection@cambridgeshire.gov.uk

Tel. 01223 699137

<https://www.cambridgeshire.gov.uk/privacy>