

The Public Transport Consortium Privacy Notice

1. Introduction

This Privacy Notice explains in detail the types of personal data we may collect about you when you interact with us. It also explains how we'll store and handle that data, and keep it safe.

We know that there's a lot of information here but we want you to be fully informed about your rights, and how the Consortium uses your data.

We hope the following sections will answer any questions you have but if not, please do get in touch with us.

It's likely that we'll need to update this Privacy Notice from time to time. We'll notify you of any significant changes, but you're welcome to come back and check it whenever you wish.

2. What is The Public Transport Consortium

The Public Transport Consortium (PTC) is a special interest group of the Local Government Association, representing the interests of shire counties and unitary authorities in England and Wales. The Consortium aims to act as a forum for discussion and promotion of public transport issues affecting local authorities outside metropolitan areas; promote the exchange of experience and good practice between member authorities and in liaison with other bodies; advise appropriate committees or other executive bodies of the LGA on public transport issues; represent the interests of member authorities to Government, the Local Government Association, operators and other organisations involved in public transport; and provide advice and guidance to member authorities concerning Passenger Transport policy and operations.

For simplicity throughout this notice, 'we' and 'us' means the Consortium.

3. Explaining the legal bases we rely on

The law on data protection sets out a number of different reasons for which a company may collect and process your personal data, including:

Legitimate interest

In specific situations, we require your data to pursue our legitimate interests in a way which might reasonably be expected as part of running the association and which does not materially impact your rights, freedom or interests.

For example, we will use your email address to send you notifications; requests for information such as completing surveys or compiling data; for marketing purposes such as sending booking forms for workshops.

Consent

In specific situations, we can collect and process your data with your consent.

If you have given us your personal email address rather than a work email address, we will ask you for your consent to use this for sending you marketing information.

When collecting your personal data, we'll always make clear to you which data is necessary in connection with a particular service.

4. When do we collect your personal data?

- When you are nominated as a representative, either as elected member or officer for your authority.
- When you contact us by any means with queries, complaints etc.

- When you ask us to email you any information..
- When you book to attend an event, for example a workshop or conference.
- When you choose to complete any surveys we send you.
- When you've given a third party permission to share with us the information they hold about you.

5. What sort of personal data do we collect?

- Your name and email address.
- Other information you pass to us, such as information you include in your email signature.
- Details of your interactions with us via email.

For example, we may collect notes from our conversations with you, details of any complaints or comments you make.

6. How and why do we use your personal data?

The data privacy law allows this as part of our legitimate interest in providing members the highest levels of service.

Of course, if you wish to change how we use your data, you'll find details in the 'What are my rights?' section below.

Remember, if you choose not to share your personal data with us, or refuse certain contact permissions, we might not be able to provide some services you've asked for.

Here's how we'll use your personal data and why:

To enable us to distribute email notices, to encourage consultation responses, to gather data for surveys, to market workshops and conferences.

- With your consent, we will use your personal data and details of your emails to keep you informed by **email, web and telephone**.

Of course, you are free to opt out of hearing from us by any of these channels at any time.

- To send you communications required by law or which are necessary to inform you about our changes to the services we provide you. For example, updates to this Privacy Notice, and legally required information relating to your membership. These service messages will not include any promotional content and do not require prior consent when sent by email or text message. If we do not use your personal data for these purposes, we would be unable to comply with our legal obligations.
- To comply with our contractual or legal obligations to share data with law enforcement.
- To send you survey and feedback requests to help improve our services. These messages do not require prior consent when sent by email or text message. We have a legitimate interest to do so as this helps make our products or services more relevant to you.

Of course, you are free to opt out of receiving these requests from us at any time by contacting admin services.

7. How long will we keep your personal data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected. This means for the length of your membership: please contact us if you are no longer a representative of your authority, otherwise, at the end of that retention period, your data will be deleted completely.

8. Who do we share your personal data with?

We sometimes share your personal data with trusted third parties.

Here's the policy we apply to those organisations to keep your data safe and protect your privacy:

- We provide only the information they need to perform their specific services.
- They may only use your data for the exact purposes we specify in our contract with them.
- We work closely with them to ensure that your privacy is respected and protected at all times.
- If we stop using their services, any of your data held by them will either be deleted or rendered anonymous.

Examples of the kind of third parties we work with are:

- IT companies who support our website and other business systems.
- Department for Transport.
- Sponsors of workshops and conferences
- Other similar bodies

9. What are your rights over your personal data?

You have the right to request:

- Access to the personal data we hold about you, free of charge in most cases.
- The correction of your personal data when incorrect, out of date or incomplete.
- That we stop using your personal data for direct marketing
- That we stop any consent-based processing of your personal data after you withdraw that consent.

You can contact us to request to exercise these rights at any time as follows:

To ask for your information please contact the Executive Officer at 45 Sycamore Rd East Leake Loughborough Leics LE12 6PP or email admin@publictransportconsortium.org.uk.

If we choose not to action your request we will explain to you the reasons for our refusal.

Your right to withdraw consent

Whenever you have given us your consent to use your personal data, you have the right to change your mind at any time and withdraw that consent.

Where we rely on our legitimate interest

In cases where we are processing your personal data on the basis of our legitimate interest, you can ask us to stop for reasons connected to your individual situation.

We must then do so unless we believe we have a legitimate overriding reason to continue processing your personal data.

Direct marketing

You have the right to stop the use of your personal data for direct marketing activity through all channels, or selected channels. We must always comply with your request.

Checking your identity

To protect the confidentiality of your information, we will ask you to verify your identity before proceeding with any request you make under this Privacy Notice.

If you have authorised a third party to submit a request on your behalf, we will ask them to prove they

have your permission to act.

Please note that you may continue to receive communications for a short period after changing your preferences while our systems are fully updated.

10. Contacting the Regulator

If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office.

You can contact them by calling **0303 123 1113**.

Or go online to www.ico.org.uk/concerns (opens in a new window; please note we can't be responsible for the content of external websites)

This notice was last updated on 22/01/21