

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address: <http://www.stirling.gov.uk/dataprotection>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

Title of Process	National Entitlement Card
Why does the Council process personal data?	<p>Issue of National Entitlement Cards to elderly and disabled residents of the Stirling Council area under the terms of the Transport (Scotland) Act 2001, as amended. The scheme provides free travel on registered local and long-distance bus services throughout Scotland, at any time of day for any number of journeys, for those aged 60 and over, as well as for eligible disabled people who live in Scotland.</p> <p>Members of the public who believe themselves to be eligible for a National Entitlement Card submit applications to the Council consisting of a completed application form, a recent photograph, proof of age or disability and proof of current address. Council staff carry out a desk-based assessment in relation to qualification criteria stipulated by Transport Scotland on behalf of the Scottish Government. Applicants are then informed whether or not they have been successful.</p>
What personal data is used?	<p>Personal data is about applicants who believe themselves to be eligible for issue of a National Entitlement Card.</p> <p><u>Personal Data Used</u> Name Address Other contact detail Age Nature of disability (if applicable)</p> <p><u>“Special Category” Data</u></p>

	Health (physical or mental)
What makes it lawful for the Council to process this personal data?	We process personal data necessary to comply with a statutory obligation - concessionary travel regulations issued under The Transport (Scotland) Act 2001 (as amended).
Where does the Council obtain personal data from?	Application forms submitted by Stirling Council residents who believe themselves eligible for issue of a National Entitlement Card
Where does the Council keep personal data?	<p>Personal data is recorded electronically in the secure National Entitlement Card system managed by Transport Scotland on behalf of the Scottish Government.</p> <p>Paper copies of the applications are kept.</p>
How long does the Council keep personal data?	If the application rejected, personal data is retained for 6 months from last action on application. If the application approved, personal data is retained for 1 year from expiry or withdrawal of pass. Paper copies of the applications are kept for 4 years.
Who does the Council share personal data with?	Personal data is not shared with anyone out with the Council
Who do I contact about my personal data?	<p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>The Council's Data Protection Officer is Kevin O'Kane, Audit Manager.</p> <p>He can be contacted at: Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: dataprotection@stirling.gov.uk Telephone: 01786 404040</p>