

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	Taxicard bookings
Why does the Council process personal data?	The Taxicard scheme allows people with permanent disabilities to travel in taxis at reduced fares, it is available for people who are blind or partially sighted or whose ability to walk is seriously impaired. Customers call our booking line to book their journeys which we input into our software system and send through to their preferred taxi operator (currently 3 operators on the scheme)
What personal data is used?	Use Personal data is about members of the public who have joined the Taxicard scheme <u>Personal Data Used</u> Names Addresses Journey details (to/from locations & times) Customers phone numbers <u>“Special Category” Data</u> Health (physical or mental - although not specific details only that they hold a Taxicard)
What makes it lawful for the Council to process this personal data?	We need to process personal data in order to fulfil the customer's request.
Where does the Council obtain personal data from?	Customer completes application form to apply to join Taxicard scheme. For booking purposes, Customer calls to give booking information to call handler.

<p>Where does the Council keep personal data?</p>	<p>Electronically on scheduling software system. Manifests showing journey information are stored on shared drive electronically.</p>
<p>How long does the Council keep personal data?</p>	<p>Data Protection legislation requires personal data to be kept no longer than is necessary.</p>
<p>Who does the Council share personal data with?</p>	<p>Manifests with journey information, names, addresses are created in excel and sent by secure email to operators to allow them to carry out the journeys.</p>
<p>Who do I contact about my personal data?</p>	<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>