

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address:

<https://www.stirling.gov.uk/council-democracy/access-to-information/data-protection/>

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	DRT (Demand Responsive Transport) bookings
Why does the Council process personal data?	<p>DRT (taxi service) is organised in rural areas where there are few or no conventional bus services to connect with existing public transport or to another location in the DRT area at the cost of a bus fare rather than a taxi fare.</p> <p>The Public Transport Unit administer the booking service for this transport where members of the public call or submit on-line transport request forms to enable us to input their booking into a software scheduling system and pass onto the relevant operator who will carry out the journey.</p>
What personal data is used?	<p>Personal data is about members of the public, tourists, school pupils wishing to access the service e.g. to non-catchment school or for transport home from after school activities</p> <p><u>Personal Data Used</u> Names Addresses E-mail Addresses Journey details (to/from locations & times) Customers phone numbers National Entitlement Card number (where applicable), purpose of journey)</p>
What makes it lawful for the Council to	We process this personal data to perform a "public task" in the public interest.

process this personal data?	
Where does the Council obtain personal data from?	<p>Supplied by the Customer, by calling or completes online booking form.</p> <p>It can be passed through by a school for example wishing to make a booking on behalf of pupils, or by community group/organisation making bookings on behalf of someone, e.g. Greenroutes, Hotels on behalf of residents/employees. There is no contract in place with these organisations due to the ad-hoc nature.</p>
Where does the Council keep personal data?	<p>Electronically on Trapeze scheduling software system. Manifests showing journey information are stored on shared drive electronically.</p>
How long does the Council keep personal data?	<p>Data Protection legislation requires that personal data is not kept longer than is necessary.</p>
Who does the Council share personal data with?	<p>Manifests with journey information, names, addresses, phone numbers and National Entitlement Card numbers are created in excel and sent by secure email to operators to allow them to carry out the journeys.</p>
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>They 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>