

Privacy Statement

What is personal data?

Personal data is information about a living person that means we can work out who they are. When we collect your personal data, West Yorkshire Combined Authority is what is known as the 'data controller'.

As the data controller, we will:

- Only keep your data that we need to provide services you have requested and do what the law says we must
- Keep your data safe and accurate
- Only keep your data as long as we have to
- Collect, store and use your data in a way which does not break any data protection laws

You can help us with this by telling us when any of your details change and tell us if any of the information we hold about you is wrong.

Why are we collecting your personal data?

The purposes of collecting personal data is to be able to provide travel passes through the MCard and Concessionary Travel Schemes, follow the relevant laws (such as to prevent fraud), and statistical monitoring. We would also like to make you aware of offers relating to the above schemes.

Where we use your personal data for a Concessionary Travel Scheme, this is through our 'public task', which means we are carrying out one of our official functions. Where we use it for the MCard scheme, this is for our contract with you. Where it is to make you aware of offers, this is only with your consent.

What data are we collecting?

We collect data from you to make sure we can provide your travel pass, this includes:

Name, date of birth, address, phone number, email address, details of your disability, proof of your disability.

Some of this data (such as health data) may be classed as special category which is more sensitive and means we will give it extra protections.

Who are we sharing your data with?

In order to make sure we can provide you with your travel pass, we need to share your data with the following organisations:

- Card printers (for the printing and posting of cards)

- Database management support (to ensure integrity, security and data recovery)
- West Yorkshire Ticketing Company (owner of the M-Card brand)
- Your employer (for the Corporate Annual M-Card only)

How long do we keep your data for?

We will keep your account information (e.g. name, address, date of birth) for 366 days after either the expiry of the last registered card or, the date of the last transaction on an account, whichever is shorter. Pink M-Cards' customer information will remain on the system unless the customer requests that their information be deleted. Any incomplete customer records will be removed after six months. Any medical information will be kept for three months after the application decision, or three months after an appeal decision. After this time has passed, we will safely delete your information.

What if I have any questions?

If you want to ask us to delete or change any of your personal information, you can make a request by contacting: DPO@westyorks-ca.gov.uk Tel: 0113 251 7272.

If you would like to read our full privacy statement, this is available on our website at westyorks-ca.gov.uk/privacy-policy