



## Strathclyde Partnership for Transport

### Privacy Notice - MyBus

#### Who we are/the service

Strathclyde Partnership for Transport (“**SPT**”) is, in terms of the Transport (Scotland) Act 2005, the Regional Transport Partnership (“**RTP**”) for the west of Scotland, covering 12 local council areas and has its main office at 131 St Vincent Street, Glasgow, G2 5JF.

MyBus is a bookable SPT bus service offering door-to-door transport in your area.

This Privacy Notice explains how we collect and use your personal data in relation to MyBus.

#### Personal data we hold

- Name
- Address
- E-mail address
- Date of birth
- Telephone number(s).

We also hold the following special category personal data relating to your:

- Health (i.e. accessibility requirements)
- Employment (i.e. allowances you receive).

#### How we obtain your personal data

You provided the above personal data and special category personal data over the telephone, or through submission of the MyBus fast track booking form, when registering to use the MyBus service. In some cases, SPT will obtain the above special category personal data from your health provider(s).

SPT may also obtain your data from a person that you have authorised to act on your behalf in relation to your use of the MyBus service.

#### The purpose of processing your personal data

This personal data enables SPT to:

- administer the MyBus service
- make decisions relating to eligibility under the service
- develop improvements to the service
- develop new services
- monitor the effectiveness and efficiency of the service
- provide you with information, advice and guidance on other travel schemes and/or services administered by SPT that are available to you
- carry out market research and analysis
- carry out training and testing.

## The legal basis for using your personal data

We process your personal data lawfully and fairly in accordance with data protection legislation.

Specifically, the following legal bases apply to the processing of the data you have provided:

- SPT's Public Task
- Contract
- Vital interests

Special category data is processed as part of our statutory functions.

## How we store your personal data/keep it secure

SPT is committed to ensuring that your personal data is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the data we collect from you.

## The length of time we keep your personal data

SPT will retain your data for as long as it is necessary, reasonable and proportionate to do so in order to provide you with this service, and in line with our retention policies. Your personal data will be securely destroyed when no longer required by SPT.

## Sharing your personal data

The MyBus service is operated on SPT's behalf by various Transport Operators across the West of Scotland.

In order that (a) the relevant MyBus Operator may deliver its contract(s) with SPT for the provision of MyBus services and (b) SPT is able to provide you with access to the MyBus service, SPT is required to share with the relevant Operator your personal data as detailed below:

- full name
- date of birth
- full postal address
- telephone number
- e-mail
- if necessary, health details (e.g. accessibility requirements to use MyBus).

SPT may also share your personal data with a person that you have authorised to act on your behalf in relation to your use of the MyBus service. To allow SPT to share your personal information with any other person, or allow another person to make arrangements for you, we need your formal authorisation in favour of that person. This information is provided at point of application for the service.

SPT will not share your personal data in relation to MyBus with any other third party.

## Your information rights

Your information rights include:

- Your right of access
- Your right to rectification
- Your right to erasure, in certain circumstances

- Your right to restriction of processing, in certain circumstances
- Your right to data portability, in certain circumstances
- Your right to object to processing, in certain circumstances
- Your right relating to automated decision making.

If you make a request, we have one month to respond to you.

If you wish to exercise any of your information rights, please contact [infogov@spt.co.uk](mailto:infogov@spt.co.uk) or see SPT's Data Protection page (see [www.spt.co.uk/dataprotection](http://www.spt.co.uk/dataprotection)) for more information on how to do this.

### How to contact us

The Data Protection Officer for SPT:

Valerie Davidson  
Assistant Chief Executive  
Strathclyde Partnership for Transport  
131 St Vincent Street  
Glasgow  
G2 5JF

Telephone: 0141 333 3298

E-mail: [info.gov@spt.co.uk](mailto:info.gov@spt.co.uk)

### Complaints to the Information Commissioner

You can complain to the ICO if you are unhappy with how we have used your data. The ICO's contact details are:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Web site: <https://ico.org.uk/>

### Changes to this notice

SPT may update this Privacy Notice from time to time and will publish an up to date copy of the Privacy Notice here. This Notice is effective from April 2021.