

# Privacy Policy

## MANAGEMENT AND OWNERSHIP

Registrations.travelwest.info (referred to as “website”) is owned and operated by the West of England Combined Authority (referred to as “we” and “our”).

## TERMS OF USE

By entering this website, you agree to the Privacy Policy described. We may revise this Privacy Policy at any time, without notice. Continued use of this site after a change has been made is your acceptance of the change.

## PRIVACY AND DATA PROTECTION

West of England Combined Authority is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time.

Our main address is 70 Redcliff Street, Bristol, BS1 6AL and [our contact details can be found on the Combined Authority’s website](#).

For the purpose of processing data provided via the forms available within the website the West of England Combined Authority is a joint data controller with:

- Bath & North East Somerset Council
- Bristol City Council
- North Somerset Council
- South Gloucestershire Council

agileBase are the data processor for any data held by this website. [The agileBase privacy policy is available online](#).

This website uses HTTPS protocol which consists of a communication over Hypertext Transfer Protocol (HTTP) within an encrypted connection, protecting against man-in-the-middle attacks. You can find more information on [Wikipedia](#).

## WHAT PERSONAL DATA DO WE NEED TO COLLECT AND USE?

We expect to collect mostly data related to bus services which can be made publicly available.

However, in certain circumstances we may hold certain personal information, if users choose to, such as:

- First and last name of contacts at certain organisations
- Personal email addresses and phone numbers

We discourage any users from choosing to use personal contact details as main point of contact. However, we will not share publicly any names, phone numbers or email address, and these will only be accessible to us via the system.

Our website may contain links to other 3rd party websites. The information practices or the content of such other websites is governed by the privacy statements of such other websites. We encourage you to review the privacy statements of other websites to understand their information practices.

## **HOW DO WE USE YOUR PERSONAL INFORMATION?**

We don't share your personal data with any other organisation or individual unless you give your express consent, unless there is a lawful requirement to do so. All information collected is processed in accordance with the principles of the Data Protection Act 2018 and the UK GDPR.

We will use any personal information provided via the website for the sole purpose of contacting you relating to your application(s). In this case the processing is necessary for us to perform a task in the public interest or for our official functions as the transport authorities in the region.

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

## **WHAT OTHER DATA DO WE COLLECT AND USE?**

To fully process your application, we will collect varied information relating to your bus services.

Some of this information may need to be shared with partners, including local authorities, to successfully process the application.

Any applications that have been received, approved or rejected will be made publicly available online at [Travelwest.info/Registrations](https://Travelwest.info/Registrations) as is required of us as the Bus Registrations Authority for the West of England.

We may also share this data as a result of a Freedom Of Information request.

## **HOW LONG WILL WE KEEP YOUR PERSONAL INFORMATION?**

It is a lawful requirement that we keep a record of all bus registrations for 3 years from the moment they are cancelled.

Therefore, all contact details associated with any such records will remain within our records for the same period unless you choose to change this.

## **YOUR RIGHT AS A DATA SUBJECT**

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

The best way to request a copy of your personal information, or make a request for correction or deletion at any time, is by contacting us at [bus.registrations@westofengland-ca.gov.uk](mailto:bus.registrations@westofengland-ca.gov.uk).

However, we will be required to keep on record the public information regarding the bus operator for 3 years from the moment their last bus service is cancelled.

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

## **COOKIES**

This website complies with the latest Privacy and Electronic Communications (EC Directive) Regulations.

All cookies are required for the website to work correctly, and should you choose to turn off cookies in your browser the website may not work correctly.

## **UPDATES TO PRIVACY POLICY**

We may update this Privacy Policy in response to changing laws or technical or business developments. You can see when this Privacy Policy was last updated by checking the 'last updated' date displayed at the bottom of this Policy.

Last updated: 21/04/2023