

Fair processing/privacy statement

Blue Badge Service

What happens to information held about you? Your rights and our obligations to you.

How we use personal data

This document explains how Bridgend County Borough Council (BCBC) Blue Badge Service obtains, holds, uses and discloses information about people (their personal data), the steps we take to ensure that it is protected, and also describes the rights individuals have in regard to their personal data handled by BCBC.

The use and disclosure of personal data is governed by Data Protection legislation. As such BCBC is obliged to ensure that it handles all personal data in accordance with the legislation.

BCBC takes that responsibility very seriously and takes great care to ensure that personal data is handled appropriately in order to secure and maintain individuals' trust and confidence in the Council.

The legislation requires BCBC to have a lawful basis for processing personal data depending on the service provided.

Why do we handle personal data?

BCBC Blue Badge Service will collect, process and store personal information about you in order to process your applications for a blue badge, which is designed to enable disabled people who have a condition which impacts their mobility to access goods and services, by allowing them to park close to their destination. The scheme provides a national range of on-street parking concessions for Blue Badge holders.

As we have a statutory basis for collecting your personal data, we do not need to ask for your permission to share it, however we will only ever share your data on a basis of need, in line with legislation and will work transparently with you at all times.

If you do not provide your data, we will not be able to process your application.

What type/classes of personal data do we handle?

In order to carry out the purposes described under section 1 above, BCBC may obtain, use and disclose personal data including the following:

- Personal details – name, address, date of birth, gender, National Insurance number, place of birth, telephone number, email address
- contact details for members of your family and support network if you wish them to advocate for you
- copies of documents showing your proof of identity (for example, passport, birth certificate)

- copies of documents showing your address (for example, council tax bill, benefit letter, driving licence, pay slips)
- your photograph

We also collect the following special category data:

- medical information you provide in support of your claim
- if applicable, copies of documents showing your eligibility to a benefit which automatically qualifies you for a Blue Badge

We may also obtain your personal information in applications forwarded from GOV.UK where an application is submitted online via that website.

BCBC will only use appropriate personal data necessary to fulfil a particular purpose. Personal data could be information which is held on a computer, in a paper record record i.e. a file, as images, but it can also include other types of electronically held information.

Where do we obtain personal data from?

In order to carry out the purposes described under section 1 above, BCBC may obtain personal data from a variety of sources, including the following:

- Directly from the person making the application;
- Individuals themselves;
- Relatives, guardians or other persons associated with the individual;
- Department for Work and Pensions;
- HM Revenue and Customs;
- Approved organisations and people working with the Council;
- Central government, governmental agencies and departments;
- Healthcare, social and welfare advisers or practitioners;
- Medical consultants and GPs;
- Local government;
- Data Processors, working on behalf of BCBC;
- Other departments within the Council;

BCBC may also obtain personal data from other sources such as its own CCTV systems, or correspondence.

How do we handle personal data?

In order to achieve the purposes described under section 1, BCBC will handle personal data in accordance with data protection legislation. In particular we will ensure that personal data is handled fairly and lawfully with appropriate justification. We will strive to ensure that any personal data used by us or on our behalf is of the highest quality in terms of accuracy, relevance, adequacy and non-excessiveness, is kept as up to date as required, is protected appropriately, and is reviewed, retained and securely destroyed when no longer required.

How do we ensure the security of personal data?

BCBC takes the security of all personal data under our control very seriously. We will ensure that appropriate policy, training, technical and procedural measures are in place, including audit and integrity monitoring, to protect our manual and electronic information systems from data loss and misuse. We will only permit access to them when there is a legitimate reason to do so, and then under strict guidelines as to what use may be made of any personal data contained within them. These procedures are continuously managed and enhanced to ensure up-to-date security.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Who do we disclose personal data to?

We sometimes need to share information with the individuals we process information about and other organisations. Where this is necessary, we are required to comply with all aspects of the legislation. What follows is a description of the types of organisations we may need to share some of the personal information that we process with for one or more reasons:

- Cabinet Office for data matching under the National Fraud Initiative
- the Independent Advisory Service (IAS) if being assessed as a discretionary application
- other local authorities who administer or enforce the Blue Badge service if you move to their area or use the Blue Badge in their area
- others in relation to enquiries raised on behalf of applicants (such as local councillors, family members, voluntary organisations)
- partner agencies for the processing of applications
- police for parking enforcement and the prevention and detection of crime
- Healthcare, social and welfare professionals
- Welsh Government and central government
- Data processors
- Law enforcement and prosecuting authorities
- Other council Services
- Other local authorities

This data sharing enables us to process and safeguard the Blue Badge scheme for yourself and other applicants.

What is the legal basis for the use of this information?

Under data protection legislation, we are only allowed to use and share personal information where we have a proper and lawful reason for doing so. The lawful basis for us to use your information is in order to satisfy our legal obligation under the Chronically Sick and Disabled Persons Act (1970). We have a statutory obligation to maintain a register showing the holders of badges issued by the authority. We are responsible for determining and implementing administrative, assessment and

enforcement procedures in accordance with the governing legislation, [Disabled Persons \(Badges for Motor Vehicles\) \(Wales\) Regulations 2000](#).

What are your rights in relation to your personal data which is handled by BCBC?

Individuals have various rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making and profiling

Right to be informed

You have the right to be informed about the collection and use of your personal data.

The Council must provide you with information including: purposes for processing your personal data, retention periods for that data, and who it will be shared with.

This is called 'privacy information'.

Right of access

You can obtain a copy, subject to exemptions, of your personal data held by the Council. A copy of the application form is available from:

<https://www.bridgend.gov.uk/my-council/freedom-of-information/data-protection/>

Where that is the case, you are entitled to the following information subject to exemptions:

- The purposes of and legal basis for the processing
- The categories of personal data concerned
- The recipients to whom the personal data has been disclosed
- The period for which it is envisaged that the personal data will be stored
- Communication of the personal data undergoing processing and of any available information as to its origin.

**Please note that 'processing' means an operation or set of operations performed on personal data such as collection, recording, organisation, structuring, storage, adaption, alteration, erasure, restriction, retrieval.*

Proof of ID and any further information needed to locate the information may be required before the Council can comply with your request.

Any request for the above information should be made in writing to the Data Protection Officer and the Council will respond within one month.

Rectification of data

You can request the Council to rectify inaccurate personal data relating to you. If the data is inaccurate because it is incomplete, the Council must complete it if required to do so by you.

A request should be made in writing to the Data Protection Officer and a response will be sent within one month.

Erasure or restriction of personal data

You can request that the Council erase your data or restrict any processing of your data, subject to exemptions.

All requests should be made to the Data Protection Officer. The Council will then inform you of whether the request has been granted and if it has been refused, the reasons for the refusal.

Right not to be subject to automated decision-making

You have the right, subject to exemptions, not to be subject to a decision when it is based on automated processing and it produces a legal effect or a similarly significant effect on you. You have a right to express your point of view and obtain an explanation from the Council of its decision and challenge it. However, it should be noted that this right does not apply to all decisions as there are exemptions for example authorisation by law, performance of a contract to which you are a party.

Right to data portability

The right to data portability allows you to obtain and reuse your personal data for your own purposes across different services.

The right only applies to information you have provided to the Council.

Right to object

You have the right to object to the processing of your personal data in certain circumstances.

The Council has one calendar month to respond to an objection.

How long does BCBC retain personal data?

BCBC keeps personal data as long as is necessary for the particular purpose or purposes for which it is held in accordance with the Council's Data Retention Policy.

Contact Us

Any individual with concerns over the way BCBC handles their personal data may contact the Data Protection Officer at the Council as below:

Bridgend County Borough Council,
Information Office
Civic Offices
Angel Street
Bridgend
CF31 4WB

E-mail: foi@bridgend.gov.uk
Telephone: 01656 643565

You can also raise concerns with the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office – Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH

Telephone: 02920 678400
Fax: 02920 678399
Email: wales@ico.org.uk
Website: <https://ico.org.uk/>