Blue Badge Scheme Privacy Notice

This Privacy Notice tells you what to expect when North East Lincolnshire Council (NELC) collects and uses your personal data in accordance with the Data Protection Act / UK General Data Protection Regulation.

Data Controller	North East Lincolnshire Council
Our contact details:	Customer Management Team - Blue Badges, Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU Email: blue.badge@nelincs.gov.uk Telephone: 01472 313131 Option 7 Opening times: Monday to Thursday 8:30am to 5pm, Friday 8:30am to 4:30pm except bank holidays
The purpose we are processing your personal data for is	To process Blue Badge applications and renewals.
Using your personal information for other purposes	We will not process your personal data for any other purpose than that for which it was collected, without first providing you with information on that other purpose and seeking your consent if applicable; except were we are required to disclose your personal data in accordance with legislation for example in relation to the prevention and detection of crime, counter terrorism, safeguarding, legal proceedings or to protect the vital interests of you or another person.
Organisations acting on our behalf to process your personal data	Valtech UK Limited - Supplier of application software Northgate Public Services - Supplier of BBCMS the Blue Badge database APS - printer of Blue Badges. Physio-Works carry out independent mobility assessments in relation to Blue Badges.

The fair and lawful basis we are processing your personal data on is	Processing of personal data is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller (Article 6 1 e); Processing of special categories of personal data is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject. (Article 9 2 g).
Am I required to provide the Council with my personal data	We need your personal data to allow us to consider your application and / or renewal of a Blue Badge. If you do not provide us with your personal data then we will not be able to process your application and you will not be eligible to receive a Blue Badge if entitled.
Does the Council's processing of my personal data involve automated decision-making, including profiling?	No
Can I withdraw my consent for processing	You can withdraw your consent for the processing of your personal data at any time, however by doing this it will mean you will no longer be able to have a Blue Badge.
Who we will share your personal data with	1. Your nominated representatives if appropriate, 2. Health and Social Care Professionals, 3. Children's Services, 4. Council Tax service, 5. Schools and Academies, 6. Department of Works and Pensions (DWP) 7. Other Local Authorities, 8. Northgate Public Services, 9. APS (Printer of badges) 10. Department of Transport, 11. Ombudsman and Regulatory bodies, 12. Parking Enforcement and Parking Services, 13. Fraud Investigation team, 14. Law enforcement agencies and bodies, 15. Courts, Hearings and Tribunals,

	16. Legal representatives. 17. Electoral Registration Officer for the annual canvass of electors.
Transfers of personal data to a third country	None
How long we will retain your personal data for	Except in the case of misuse, Blue Badge information is normally retained for: a) Successful applications 1 year from expiry of the badge; b) Unsuccessful applications 3 years from date of application.
What are my rights in relation to my personal data?	You have the right to access the personal data we hold about you; to request we rectify or erase your personal data; to object to or restrict processing in certain circumstances; and a right of data portability in certain circumstances. More information on your rights can be found on our website: https://www.nelincs.gov.uk/council-information-partnerships/information-governance/data-protection/
Who can I complain to?	If you are dissatisfied with how we have processed your personal data you can contact the Data Protection Officer to request an internal review. If you are dissatisfied with the outcome of the internal review, they have the right to appeal directly to the Information Commissioner for an independent review. https://ico.org.uk/concerns/
Contact details for our Data Protection Officer	Email: Transparency@nelincs.gov.uk Tel: (01472) 323372 Postal: North East Lincolnshire Council, Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU

Last Updated July 2025