

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

	Complete the following fields:
Data Controller	North East Lincolnshire Council and ENGIE
Our contact details:	Transport Officer, Phone 'n' Ride, Origin Two, 2 Origin Way, Europarc, Grimsby, North East Lincolnshire, DN37 9TZ Email: phonenride@nelincs.gov.uk Telephone: 01472 324440
The purpose we are processing your personal data for is	To allow you to arrange transport through Phone 'n' Ride, an on-demand bus service.
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 where 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 interests of you or another.
Organisations acting on our behalf to process your personal data	Stagecoach East Midlands who operate the Phone 'n' Ride service on our behalf.
The fair and lawful basis we are processing your personal data on is	The processing is necessary for the performance of a contract (i.e. the provision of the on-demand bus service) to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract Schedule 2 condition 2 of the Data Protection Act Article 6 1 b of the General Data Protection Regulation
Am I required to provide the Council with my personal data	We need your personal data to allow us to arrange your journey on the on-demand bus service. If you do not provide us with your personal details then we will not be able to arrange your journey for you.

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 use the Phone 'n' Ride service.
Who we will share your personal data with	Essential Fleet Services who operate the Phone 'n' Ride service on our behalf.
Transfers of personal data to a third country	None
How long we will retain your personal data for	Your details will normally only be held for two years from the last time you used the Phone 'n' Ride service.
What are my rights in relation to my personal data?	<p>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.</p> <p>More information on your rights can be found on our website: https://www.nelincs.gov.uk/council-information-partnerships/information-governance/data-protection/</p>
Who can I complain to?	<p>If you are dissatisfied with how we have processed your personal data you can contact the Data Protection Officer to request an internal review.</p> <p>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/</p>
Contact details for our Data Protection Office	<p>Paul Ellis Email: Transparency@nelincs.gov.uk Tel: (01472) 323372 Postal: North East Lincolnshire Council, Municipal Offices, Town Hall Square, Grimsby, North East Lincolnshire, DN31 1HU</p>