

## Use of Personal Data at SEStran

This document describes how SEStran uses personal data (information relating to individuals).

South East of Scotland Transport Partnership (SEStran) is a **Data Controller** (ICO Registration Number: Z9382423), which means we are responsible in law for how we use any personal information.

Our **Data Protection Officer, Angela Chambers**, can be contacted with any concerns or requests relating to our use of personal data:

Angela Chambers  
Business Manager  
Area 3D (Bridge)  
Victoria Quay  
Edinburgh  
EH6 6QQ

Direct Dial: 0131 524 5154  
Email: [angela.chambers@sestran.gov.uk](mailto:angela.chambers@sestran.gov.uk)

## Why does SEStran process personal data?

SEStran processes a minimal amount of personal data in the exercise of our official authority under the [Transport \(Scotland\) Act 2005](#) including:

- Administration of the partnership;
- Development and publication of regional transport strategies;
- Consultation, promotion and communication on issues relating to sustainable and efficient transport in the partnership area;
- Administration of projects and grant schemes.

SEStran also processes personal data relating to its staff to meet our legal obligations as an employer (including in connection with employment law, social security and social protection law) and for the performance of our contracts of employment with our staff. This may include processing some special categories of personal data such as health information.

## What personal data does SEStran process?

The personal data SEStran processes includes:

- **For the public:** Names and contact details for individuals responding to consultations, raising concerns or complaints, subscribing to newsletters or attending events;
- **For staff:** Name and contact details, banking details for payroll management; performance and health information for employment administration and contract purposes;

- **For suppliers and contractors:** Names and contact details for the management of the supplier relationship; bank details of sole traders for the purposes of making payments;
- **For Forum members:** Names and contact details for the administration of meetings and distribution of newsletters and information on SEStran activities;
- **For Partnership Board members:** Name and contact details; banking details for payment of expenses; records of views expressed and of attendance at and contributions to meetings.
- **For the members of TripshareSEStran.com car sharing platform:** Names and contact details for individuals are held by Liftshare.com as Joint Data Controllers with SEStran. SEStran manage all shared data in accordance with this privacy policy. A link to the Liftshare privacy policy is here <https://liftshare.com/uk/other/terms#PrivacyPolicy> .
- **For the members of the Thistle Assistance Card and App:** Names and contact details for individuals are held by Allander Print Ltd as Joint Data controllers with SEStran. SEStran manage all shared data in accordance with this privacy policy. For more information about Allander's data management policy please contact Allander, 12 South Charlotte Street, Edinburgh, Scotland, EH2 4AX or email [sales@allander.com](mailto:sales@allander.com) for the attention of The Directors.

SEStran undertakes no automated decision-making affecting individuals or profiling of personal data.

## With whom will SEStran share personal data?

The following organisations will receive personal data as necessary from SEStran:

- Microsoft UK are data processors, hosting SEStran's IT systems on Office 365;
- Partner local authorities or the Scottish Public Sector Ombudsman may receive data relating to complainants or correspondents where correspondence from the public should appropriately be redirected to the authority or SPSO;
- City of Edinburgh Council will receive personal data relating to employees and contractors for the purposes of the management of our payroll and for financial management, which they provide on our behalf;
- Falkirk Council will receive personal data relating to staff and job applicants for the purposes of the human resources management support they provide on our behalf;
- Scottish Government receive personal data relating to our staff and visitors for the purposes of providing facilities management services at our Victoria Quay office;
- Anderson Strathern LLP will receive personal data relating to our employees and contractors for the purposes of legal advisory services, which they provide on our behalf;
- Henderson Loggie will receive personal data relating to employees for the purposes of auditing EU project claims, which they process on our behalf.

SEStran will put appropriate written arrangements in place with these organisations to protect your personal data.

SEStran transfers no personal data outside the European Economic Area. Microsoft hosts data on our behalf on servers within the UK and the European Union.

## How long does SEStran retain personal data?

Personal data is managed in line with our records retention policy <http://www.sestran.gov.uk/publications/sestran-business-classification-scheme/> For example, consultation responses are retained for five years before being securely deleted.

## Your Rights

You have the right to:

**Request access** to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.

**Request correction** of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us.

**Request erasure** of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request.

**Object to processing** of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms.

**Request restriction of processing** of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: (a) if you want us to establish the data’s accuracy; (b) where our use of the data is unlawful but you do not want us to erase it; (c) where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims; or (d) you have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it.

**Request the transfer** of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you.

**Withdraw consent at any time** where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you

withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent.

These rights are subject to certain caveats and exemptions under GDPR.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

To exercise these or any of your rights under GDPR, please contact the Data Protection Officer using the details above.

For more information on data rights see the website of the [Information Commissioner's Office](#).

## Complaints or concerns relating to SEStran's use of personal data

If you have any concerns relating to SEStran's management of personal data, you can raise them with the Data Protection Officer, Angela Chambers at the contact details above.

If you remain dissatisfied you can complain to the [Information Commissioner's Office](#) by phoning their helpline on 0303 123 1113, by using [their online portal for raising concerns](#) or by post at:

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

## DOCUMENT VERSION CONTROL

| <b>Date</b> | <b>Author</b> | <b>Version</b> | <b>Status</b> | <b>Reason for Change</b>                   |
|-------------|---------------|----------------|---------------|--|
| March 2018  | SEStran       | 1.0            | FINAL         | Notice adopted                             |
| Dec 2019    | SEStran       | 1.1            | FINAL         | Addition of Liftshare information          |
| Dec 2022    | SEStran       | 1.2            | FINAL         | Addition of Thistle Assistance information |