

Blue Badge Service Privacy Notice

Our core data protection obligations and commitments are set out in the Council's Corporate Privacy Notice on our website at [Data Protection – Privacy Notice](#).

This notice provides additional privacy information for individuals who engage with the Blue Badge Service.

Purpose(s)

We will collect and use your personal data in order to:

- Process your application for a new or renewed Blue Badge;
- Assess your application to see whether it meets one of the automatic qualifying criteria, or if a discretionary application, whether you will need to be assessed by an Occupational Therapist for assessment;
- Process the payment for your Blue Badge;
- Create a secure and comprehensive record of your online or paper application (including supporting evidence);
- Answer any appropriate questions from you, or others acting on your behalf, and provide advice relating to your application or use of a Blue Badge;
- Investigate any instances of alleged Blue Badge misuse;
- Process your application for a replacement badge where lost or stolen;
- Send email notifications and correspondence where required;
- Post your blue badge to your home address on completion of the application process;
- Work with Department for Transport, and their service providers where necessary, to improve application systems and processes.

Categories of personal data

In order to carry out the purposes above we collect and obtain:

- Name (and previous names if applicable);
- Age and Date of Birth;
- Gender;
- Place of birth (town and country);
- Address (current address and, if relevant, any previous address if different in the three years prior to the application);
- Contact Details (telephone number(s) and email address);
- Marital Status (if contained in your proof of ID document(s));
- National Insurance Number;
- Child registration number (where applying on behalf of someone under the age of 16);
- Vehicle registration number (if applicable);
- Previous Blue Badge details (if applicable);
- Proof of identity (e.g. driving licence, passport);
- Proof of address (e.g. council tax bill, utility bill);
- Photograph;
- Details of any person with legal responsibility for you;
- Financial information to process your application, if you pay by credit/debit card;

- Reason for cancellation (e.g. revoked, lost or stolen);
- Benefits information in support of eligibility for a Blue Badge (may contain Special Category Data – see below)
- Any other personal information that you may supply in your supporting documentation.

Special Category Data

We may also collect special category personal data that may include:

- Physical and mental Health data (for example, any disabilities/additional needs, illnesses, mental health problems and any medication and support you receive in relation to these physical and mental health factors);
- Racial or ethnic origin.

Following assessment of your application for a Blue Badge, you may be asked to attend (by telephone or in person) an assessment with one of our Occupational Therapists where further information may also be gathered. We will ask you to participate in an assessment, you are not required to do so but it may affect the outcome of your application if you do not participate.

Legal Basis for Processing

We collect and use your personal information because:

- It is necessary for compliance with a legal obligation or statutory function of the Council under GDPR Article 6(1)(c). Such legal obligations and statutory functions are as set out in, but not limited to:
 - Chronically Sick and Disabled Persons Act 1970;
 - The Disabled Persons (Badges for Motor Vehicles) (England) (Amendment) Regulations 2019;
- It is necessary under GDPR Article 6(1)(e) for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council; or
- You have given your consent under GDPR Article 6(1)(a).

If you fail to provide certain information when requested, we may not be able to provide the service to you or we may be prevented from complying with our legal obligations.

We also collect special category under:

- GDPR Article 9(2)(g) for reasons of substantial public interest, and/or;
- GDPR Article 9(2)(h) for the provision of health or social care or treatment or the management of health or social care systems and services.

Where has your personal information come from?

We will obtain your information from:

- You, or someone acting on your behalf;
- Central Government, where applications are made through the gov.uk website.

We require you to:

- Provide accurate and up-to-date information.
- Inform us at your earliest convenience of any relevant changes/updates to the information previously provided.

- Inform us at your earliest convenience if there are any mistakes in the information you have provided, or in the information that has been sent to you.

If you fail to provide the information we ask for, we may not be able to process your Blue Badge application or provide you with any relevant advice.

Who will we share your information with?

We may collect and share personal information about you with the following types of organisations:

- Department for Transport (DfT) and their appointed sub-processors for provision of the national Blue Badge service, including Valtech UK Limited and APS Group Limited ;
- NEC Software Solutions (formerly Northgate Public Services) – the host and provider of our Blue Badge Case Management System, used for securely storing your data and processing Blue Badge Applications;
- Other Tameside Metropolitan Borough Council Services e.g. Parking Services team for enforcement and administration, Adults Services for provision of Occupational Therapists to carry out assessments etc.;
- Other Local Authorities;
- Other Government Departments (e.g. Department for Work and Pensions (DWP), Cabinet Office etc.);
- National Fraud Initiative;
- Greater Manchester Police (and other Police forces where appropriate);
- HM Courts and Tribunals Service (HMCTS);
- Other individuals or organisations in relation to enquiries raised on behalf of applicants (e.g. Local Councillors, local MPs, family members, voluntary organisations etc.)

We may share information with the organisations listed above in order to provide a service to you or where we are required to do so by law. We may be required or permitted, under data protection legislation, to disclose your personal data without your consent, for example if we have a legal obligation to do so, such as for law enforcement, fraud investigation, regulation and licensing, criminal prosecution/court proceedings.

How long we will keep your data for and why?

We will only retain information for as long as it is necessary to provide services to you and/or for as long as required by us in order to comply with statutory retention periods.

Transferring data outside the European Economic Area (EEA)

Your information is not processed outside of the European Economic Area.

Your rights

Information about exercising your rights can be found on the council's website [Exercising Your Individual Rights](#).

Security

We use appropriate technical, organisational and administrative security measures to protect any information we hold in our records from loss, misuse, and unauthorised access, disclosure, alteration

and destruction. We have written procedures and policies which are regularly audited, and the audits are reviewed at senior level.

Data Protection Officer

If you have any questions or concerns about how we use your personal information, please contact the Data Protection Officer at information.governance@tameside.gov.uk or by calling 0161 342 8355.

Automated Decisions

For this service, all the decisions we make about you involve human intervention.

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details on our [Data Protection page](#).