



Helping you get out & about

with the
new travel smartcard



Concessionary Travel Pass



Llywodraeth Cynulliad Cymru
Welsh Assembly Government



All Wales Concessionary Fare Scheme

The All Wales Concessionary Fare Scheme, funded by the Welsh Assembly Government and Local Authorities, entitles people over 60 and people with certain disabilities who are resident in Wales to travel free on local bus services throughout Wales.

The Welsh Assembly Government and your Local Authority are replacing all existing Concessionary Travel Passes with a new pass. Introduction of the new pass does not affect your entitlement to travel. This leaflet explains how to use your new pass, along with other useful information.



Using a travel pass when making a journey

Your new Concessionary Travel Pass is a Smartcard. It contains a small electronic chip which will be used to check your concessionary entitlement. It also helps to ensure that the bus operator is paid for your travel.

You should keep your pass in a safe place where it cannot be bent, twisted, or damaged.

In the event that your pass does not work, please contact your issuing Local Authority for assistance. Dependant on the circumstances, you may be required to pay the full fare for your journey, which will not be refunded.



When travelling on a bus there are four easy steps to help the driver

- 1.** Board the bus.
- 2.** Hold your concessionary pass in close proximity to the ticket machine with the photograph face up. This will electronically register the pass and confirm it is valid.
- 3.** The ticket machine will acknowledge that the pass has been read and will respond with a bleep, a green light and may issue a ticket.
- 4.** Take your seat.



Use of a travel pass

- Concessionary Travel Passes are NOT TRANSFERABLE and are issued to allow free travel only by the pass holder. Where a Companion pass has been issued, the Companion will only be permitted to travel at the same time and on the same journey as the pass holder.
- Allowing someone else to use it may lead to the pass being cancelled and/or its renewal being refused.
- If you lose your pass you may be charged for a replacement.



Other conditions

- You are subject to the normal regulations and conditions of the bus operator(s) concerned.
- The pass must be shown whenever requested by an inspector or driver.
- Your pass does not give you any rights other than those enjoyed by any fare paying passenger, nor does it entitle you to be carried in preference to any other passengers.
- The issuing Local Authority can accept no liability for the failure of any bus service to operate or of any bus operator to accept a concessionary pass.



Change of address or circumstances

If you change your address or any other details you must inform your Local Authority as soon as possible.



Travel Companions

If you currently are eligible to be accompanied by a Companion your new pass will allow this arrangement to continue.



Data Protection Act 1998 - Fair Processing Notice

This notice tells you about how your personal information is used and made available to the Welsh Assembly Government, Regional Transport Consortia, Local Authorities, and bus operators, for the purposes of administering and participating in the all Wales concessionary fare scheme.

The collection of personal information

Information about you will be obtained in two ways. Initially, when you apply for a concessionary travel pass the Local Authority will process your application and hold your information in a database. This will be added to by the Local Authority when it receives information about you from the bus operator who will record details of your bus journeys.

Personal information held

The sort of personal information held includes:

- personal details such as name, address, date of birth, and nature of disability (if applicable)
- photograph of the pass holder
- journey details
- reasons for a pass being declined (if applicable)

The use made of this personal information

Information is used by the Welsh Assembly Government to reimburse bus operators for the numbers of concessionary journeys made by pass holders. The Welsh Assembly Government also uses information for research purposes, such as the numbers of journeys made over a daily, weekly and monthly basis, the most popular and least popular times, and geographic area for journeys etc. This information will inform transport policy changes and funding in the future. However, the information processed for research purposes is done in a way that ensures individual pass holders cannot be identified.

The Regional Transport Consortia also use the personal information collected to do similar research to that undertaken by the Welsh Assembly Government and to calculate the amount to be paid to bus operators within its own region. However, the information it has access to and makes use of is limited to the pass holders who live and who travel on the local transport within its own region. This research is also done in a way that ensures individual pass holders cannot be identified.

The Local Authority uses the information it collects to administer local transport that it supports within its own area. For example:

- for planning, and development of transport policy
- the provision and management of the transport services to local communities
- monitoring and reporting on transport services
- the giving of support and guidance to local communities and transport operators
- the organisation of transport events

Information is also used by Local Authorities to reimburse bus operators for concessionary journeys made by pass holders.



Administration and payment calculations are done in a way that ensures individual pass holders cannot be identified.

The bus operator will provide journey details to the Welsh Assembly Government, Regional Transport Consortia and Local Authorities to enable their payment to be calculated. They will not have access to the personal information of pass holders. Although the journey details they record will include a unique pass holder number, the bus operators will not be able to use this information to identify individual pass holders.

Organisations who may share personal information

Information held by the bus operators, Local Authorities, Regional Transport Consortia and the Welsh Assembly Government on pass holders may be shared with other organisations when the law allows, for example with:

- central and local government for the development of transport policy and planning and provision of transport services
- social services and other health and welfare organisations where there is a need to share information to protect pass holders and, where appropriate, to the police, e.g. in circumstances where someone is making a fraudulent application or use of a concessionary travel pass

Other information

Welsh Assembly Government, Regional Transport Consortia, Local Authorities and bus operators will treat the details that you provide in line with the Data Protection Act 1998.

Your rights under the Data Protection Act 1998

The Data Protection Act 1998 gives individuals certain rights in respect of personal information held on them by any organisation. These rights include:

- the right to ask for and receive copies of the personal information held on you, although some information can sometimes be legitimately withheld
- the right, in some circumstances, to prevent the processing of personal information if doing so will cause damage or distress
- the right to ask for wrong information to be put right

You also have the right to ask the Information Commissioner, who enforces and oversees the Data Protection Act 1998, to assess whether or not the processing of personal information is likely to comply with the provisions of the Act.

Seeking further information

For further information about the personal information collected and its use, if you have concerns about the accuracy of personal information, or wish to exercise your rights under the Data Protection Act 1998, you should contact:

- the bus operator with whom you may have travelled
- your Local Authority
- Welsh Assembly Government's Data Protection Officer at Welsh Assembly Government, Cathays Park, Cardiff, CF10 3NQ. Telephone 02920 826883
- the Information Commissioner's Office help line can be contacted on 01625 545 745
- information is also available from www.informationcommissioner.gov.uk