
Privacy Notice for ‘Improving Journeys – Manchester’ survey

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| Data controller: | Transport for Greater Manchester 2 Piccadilly Place Manchester M1 3BG |
| ICO registration reference: | Z5636300 |
| Customer enquiries contact details: | officeofdpo@greatermanchester-ca.gov.uk |
| Data Protection Officer: | John Lawrence Curtis |

1. Who we are

Transport for Greater Manchester (TfGM) builds and manages bus stations and transport interchanges, provides travel planning and timetable information to passengers, and promotes walking and cycling as safe and healthy choices. As well as coordinating public transport, TfGM oversees major roads in the region, including those with the most peak time traffic. It works with Highways England (who run the motorways), and the ten Greater Manchester councils (who run other local roads).

2. Summary of the survey

This early engagement survey will inform and support the development of plans for improved highways routes across a select number of roads and streets within the Manchester City Council local authority area.

3. What information we will collect from you (the purpose and legal basis for processing information)

This survey will ask respondents to select a mode of transport to comment on and be asked a short series of questions relating to how that journey can be improved. Respondents will have the option to use an interactive map to select a location within the Manchester City Council local authority area and respond to a short series of questions about how they travel through that area and what improvements they would like to see there. There will also be an opportunity to provide any other transport and travel feedback.

Every journey. Every day.

Respondents will have the option to provide an email address for the purposes of being kept up to date with any future project progress.

If respondents are completing the survey on behalf of an organisation, they will have the option to detail that.

We will collect the following information in order to ensure we hear from a representative selection of Greater Manchester communities, and to ensure any transport policy, service, or infrastructure decisions are based on the needs of different communities:

- Your postcode
- Your age bracket
- Your ethnicity
- Your religion
- Your gender identity
- Whether you identify as trans/transgender
- Your sexuality
- Whether you have a disability
- Your socio-economic status

We are asking for the above information in order to ensure we hear from a representative selection of Greater Manchester communities, and to ensure any transport policy, service, or infrastructure decisions are based on the needs of different communities

TfGM will not look to directly identify individuals from the information provided.

As TfGM has legal responsibilities related to transport policies, services, and infrastructure for Greater Manchester residents, and a responsibility to treat them fairly and equally, the legal basis for undertaking this survey and using the survey data will be:

- Article 6 1(e) processing 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

And for the more sensitive data:

- Article 9 2(g) processing is necessary for reasons of substantial public interest

4. How we ensure the security of your data

TfGM is committed to providing the appropriate levels of security to the information we collect and we use reasonable measures to prevent unauthorised access to that information. We are required to demonstrate that our solutions meet the required levels of personal, procedural, policy, data and technical security. We will only process personal information for the purposes it has been collected or subsequently authorised.

This survey is hosted on software called Citizen Space, which is provided by Delib. The security measures, firewall, access control and administration privileges for the Delib service have been

reviewed and accepted by TfGM. We also have a contract in place with Delib, which states the services they must provide.

The data from this survey will be transferred to Manchester City Council and our consultancy partners, AECOM for the purposes of analysis.

5. Information retention

TfGM will keep your information for three years from the point at which the survey closes. We may keep your information in an anonymised format after this time for statistical purposes and in these cases, all personal information will be removed

6. Transferring data

All data collected as part of this survey will remain in UK.

7. Data sharing

The information collected as part of this survey will be used by TfGM, Manchester City Council and AECOM for the purposes explained above.

8. What rights do individuals have?

TfGM must comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018.

Under data protection law, your rights include:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request, please contact us at:

Email: officeofdpo@greatermanchester-ca.gov.uk

Post: Transport for Greater Manchester, 2 Piccadilly Place, Manchester, M1 3BG

9. How can I make a complaint?

If you are not satisfied with how TfGM is using the information we hold about you please contact our Data Protection Officer by emailing officeofdpo@greatermanchester-ca.gov.uk.

If you are still not satisfied with TfGM's response to any request to exercise your individual rights or if you believe that TfGM is not processing your personal data in accordance with the law, you can contact the Information Commissioners' Office:

Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF

Telephone: 0303 123 1113