Network principles privacy notice.

## Who we are

Transport for Greater Manchester [“TfGM”] is committed to making sure that we tell you about the ways in which we use your personal information and that we have the right controls in place to make sure it is used responsibly and kept safe from inappropriate access, theft, or misuse.

This notice explains how we use your information and tells you about your privacy rights and how the law protects you.

For further information about our core data protection obligations and commitments please see TfGM’s primary privacy notice. <https://tfgm.com/privacy-policy>

## Summary of the survey

Greater Manchester is making the biggest changes to public transport in almost 40 years – gradually bringing bus services under local control.

It’s a major step on our journey to a joined-up transport system – the Bee Network. Whether you travel by bus, tram, train, cycle, wheel or walk, we’re working to make journeys easier, safer and affordable, with services you can rely on.

Better buses are at the heart of the Bee Network as they carry the most people: around 75% of trips by public transport. We want even more people to choose bus travel – and offer them a great service. Network reviews are an important way to help us do this.

Network reviews are a coordinated way to plan our bus network so it can help improve people's lives. Every review will be evidence-based, using all the information available to us, including community feedback.

We’re asking local Bee Network Committees, communities, businesses, and elected members to help us understand the transport needs of their area. We’ll then use people’s experiences and ideas to help us plan any changes.

**Data Protection**

TfGM is the Data Controller. This means that TfGM make decisions on how your personal data is processed and for what purposes.

Citizen Space is a Data Processor. This means that they are responsible for collecting and processing your personal data on behalf of the Data Controller.

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

The main survey will ask you questions in relation to perceptions of the Bee Network in your local area.

To understand the priorities for the Bee Network for different groups of people, we also ask further questions in the survey to capture certain demographic information. These questions will also help us to make sure views are gathered from a representative sample of Greater Manchester. The questions are optional and include:

* Postcode
* Age
* Gender
* Health and disability.
* Racial or ethnic group
* Religion
* Sexual Orientation

If you are happy to be contacted for further discussion, we will also ask you to provide:

* Name
* Telephone number.
* Personal email address

## Our lawful basis for processing under GDPR is:

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.

For the more sensitive data:

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

You can withdraw your consent at any time by emailing [network.reviews@tfgm.com](mailto:network.reviews@tfgm.com)

## How information is collected

The survey is completed on line using the Citizen space platform (operated by Delib). Respondents can opt out of the survey at any time or elect not to answer most individual questions.

## How we ensure the security of your data

TfGM and Delib comply with their obligations under the GDPR by: putting in place and maintaining technical and organisational security measures to protect your information from unauthorised access or damage to, or disclosure or loss of, your information. keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

## Information retention

### Contact information for future research

Where you have opted in to be re-contacted regarding future discussion, TfGM will hold your contact details for no longer than 2 years after the survey has been completed, unless instructed otherwise.

### Survey data

The remaining survey response data, including the demographic and special category data listed above, is kept for no longer than is necessary for the research purposes. Personal data held is kept under review and deleted when no longer required.

## Transferring data

Data collected and stored by TfGM and Delib will be stored in the United Kingdom. Data is transferred from Delib to TfGM using an on-line dashboard.

## Data sharing

The information collected as part of this survey will only be used by TfGM for the purposes explained above. TfGM may in the future share the results of this survey or aggregated/anonymised data with our research partners, such as universities. You will not be identifiable in any results or data shared.

## 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: [data.protection@tfgm.com](mailto:data.protection@tfgm.com)

Should you wish to find out more about AECOM’s data protection processes you can find AECOM’s privacy notice here [https://aecom.com/privacy-policy/](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Faecom.com%2Fprivacy-policy%2F&data=05%7C02%7CMary-Jane.Sturt%40tfgm.com%7Cbd02ccdb01e54211242508dc339f1782%7C3b120540dd5f47a8b26adef83679e8a0%7C0%7C0%7C638442005587445106%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=g4oQI1vi1IXf8g2koh%2BL5PkIN%2FK3PpzpvpFFy7NuC8I%3D&reserved=0). You can contact their Data Protection Officer at [Tina.Bunn@aecom.com](mailto:Tina.Bunn@aecom.com).

## 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 [data.protection@tfgm.com](mailto:data.protection@tfgm.com).

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