

Privacy Notice – Camden Accessible Travel Solutions

Camden Accessible Transport Solutions (CATS) supports residents with disabilities to access travel-related support, such as parking permits and subsidised transport schemes.

This notice covers all accessible transport schemes delivered by Camden, including: Blue Badge, Disabled Person’s Freedom Pass, London Taxicard Scheme, Green Badge, Substitute Badge, Scootability Scheme, and the PlusBus Scheme. It applies regardless of how you apply – whether online, by post, over the phone, or in person.

This notice explains your rights under the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA18) and explains why we are collecting personal information from you and what we will do with it. For more information see www.camden.gov.uk/privacy or scan this QR code:



The name and contact details of the Data Controller and Data Protection Officer

Data Controller:

London Borough of Camden (‘Camden’ in this Privacy Notice) , Judd Street, London WC1H 9JE
020 7974 4444

Data Protection Officer (DPO): Andrew Maughan, Borough Solicitor, DPO@camden.gov.uk

What information we collect

We collect the following information depending on the scheme you apply for:

- Name, address, and contact details
- Date of birth
- Gender
- National Insurance Number
- Details of your disability or health condition
- Details of current benefits, such as Disability Living Allowance and Personal Independence Payments
- Supporting evidence, such as medical documents or proof of ID
- Photographs
- Vehicle registration details (for parking schemes)
- Employment or educational details (Green Badge scheme only)

Why we collect your data

We collect your information to:

- Assess your eligibility for travel concessions
- Process and manage your application
- Issue permits, passes, or travel-related services
- Contact you about your application
- Prevent and detect fraud
- Review and improve our services
- Carry out reporting and service planning (using anonymised data)

Who we share your data with

We will only share your information where the law or a court order compels or allows us to do so. In all cases, we share the minimum information necessary. We may share your information with:

- Other Camden Council departments, such as Parking Services, Contact Camden, and Adult and Children's Social Services
- Technology providers who support our services
- External partners such as London Councils or the Department for Transport
- Independent mobility assessors
- The Cabinet Office – National Fraud Initiative (NFI)
- HM Courts and Tribunals Service
- Other local authorities and government departments or bodies where we are legally required or permitted to share data
- Police and other authorities for the prevention and detection of crime
- Authorised third-party representatives, such as relatives, solicitors, or debt advisers
- Your Councillor or MP, where you have raised a complaint with them

Camden's policy is to share data only where we have a legal power or duty to do so. We also participate in general data matching for crime prevention or detection.

We have Data Sharing Agreements with organisations such as the Police and NHS for regular or routine sharing. Agreements from 2021 can be accessed here: [Data Sharing Agreements \(DSAs\) | Open Data Portal \(camden.gov.uk\)](#).

When providing us with personal information is a legal or contractual requirement, what information must you provide and the consequences of not providing information

- In order to determine the eligibility of an applicant, we must be provided with full name, date of birth, address, contact details, and medical/mobility conditions
- Without these details the department cannot ascertain what mobility difficulties an applicant experiences or who the application is for

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- Contact details are required to allow for correspondences to be forwarded to the applicant. This can be via post, email or telephone

Legal basis for processing your data

The legal basis for processing your personal information is:

- **For personal data:**
 - **Public task** (UK GDPR Article 6(1)(e)) – to deliver public services as part of Camden Council’s statutory duties
 - **Legal Duty** (UK GDPR Art 6(1)(c))
- **For special category data** where we process special category data, such as health information, to assess eligibility and provide support:
 - **Substantial public interest** (UK GDPR Article 9(2)(g)) with the Data Protection Act 2018 schedule 1 part 2 condition being paragraph 6 Statutory and government purposes, and paragraph 10 Preventing or detecting unlawful acts
 - **Employment, social security and social protection** (UK GDPR Article 9(1)(b)) with the Data Protection Act 2018 schedule 1 part 1 condition being paragraph 1 Employment, social security and social protection

We do not rely on consent to process your data for these purposes.

The underpinning laws are:

- The Chronically Sick & Disabled Persons Act 1970
<https://www.legislation.gov.uk/ukpga/1970/44/section/21>
- The Equality Act 2010 - <https://www.legislation.gov.uk/ukpga/2010/15/contents>
- Gender Recognition Act 2004 <https://www.legislation.gov.uk/ukpga/2004/7/section/22>
- The Disabled Persons (Badges for Motor Vehicles) (England) (Amendment) No.2 Regulations 2011 <http://www.legislation.gov.uk/uksi/2011/2675/made>
- NHS Act 2006, Schedule 1:
<http://www.legislation.gov.uk/ukpga/2006/41/schedule/1/crossheading/provision-of-vehicles-for-disabledpersons>
- The Disabled Persons (Badges for Motor Vehicles) (England) (Amendment) (Regulations) 2019
<http://www.legislation.gov.uk/uksi/2019/891/contents/made>
- Concessionary Bus Travel (Permits) (England) Regulations 2008 (S.I. 2008/417) (as amended)
- Transport Act 2000

How long we keep your data

We keep your information only for as long as necessary, in line with Camden’s data retention policies. For all CATS schemes, case records are retained for 3 years after the last interaction or outcome, such as the date a badge is issued or a final decision letter is sent.

Your rights

Under data protection law, you have several rights, including the right to:

- Request a copy of your personal data
- Correct inaccurate information
- Request that your data is erased or restricted in certain circumstances
- Object to how your data is being used in certain circumstances

There are some exemptions to these rights. For more information please see [Your rights – Camden Council](#).

We do not transfer your personal data outside the EU/EEA.

We also do not use automated decision-making. Any decisions made about you will involve a council officer.

If you are unhappy with how the Council has handled your personal data you may complain to the Information Commissioner’s Office (ICO):

- Telephone: 0303 123 1113
- Live chat <https://ico.org.uk/global/contact-us/live-chat/>
- Webform <https://ico.org.uk/global/contact-us/>

However, we encourage you to contact us first at dpo@camden.gov.uk so that our Data Protection Officer can review the matter. This may help resolve your concern more quickly and informally.

Updates

This Privacy Notice will be reviewed and updated as needed.

Last updated: December 2025