

PRIVACY POLICY

How we use your information

The Humber Bridge Board is a data controller registered with the Information Commissioner's Office (Reference Z6024905). This privacy notice explains how the Humber Bridge Board use any personal data collected about you. It applies to the information we collect about:

- visitors to our web site
- postal and telephone applications for Humber Bridge Tags
- visitors to our office
- job applicants and our current and former employees

Visitors to our website

When you apply for a Tag or Tags you will be asked to provide personal information to enable us to process your request. This will include details such as your name, address and other contact details. You may also be asked to supply credit and/or debit card details.

When purchasing a Tag online your details are processed on a secure server. This means that your details are protected and will only be accessed by those processing your order. The Humber Bridge Board does not hold any card details. All payments made to Humber Bridge Board are secure using a secure transaction system, using Secure Socket Layer (SSL) technology, a standard supported by most major internet browsers. All of your card details are protected using 128 bit encryption, when transmitted over the internet. Your card details are stored on a server behind a secure firewall. Only authorised personnel may access this information.

We may also collect information about where you are on the Internet (e.g. the URL you came from, IP address, and domain types like .co.uk and .com), your browser type, the country where your computer is located, the pages of our websites that were viewed during your visit and any search terms that you entered on these websites. We may collect this information even if you do not register for a HumberTAG account, and will use it to administer our websites, for internal operations (including troubleshooting, data analysis, testing, research, statistical and survey purposes) and as part of our efforts to keep our websites safe and secure.

Applications and top ups for HumberTAG Accounts

Order forms received for account applications are, during processing, electronically scanned to a secure system. All records are disposed of by shredding in-house. Only authorised personnel have access to the records.

Telephone payments are entered directly into the online portal provided by the Secure Socket Layer (SSL) technology, a standard supported by most major internet browsers. All of your card details are protected using 128 bit encryption, when transmitted over the internet. Credit and debit card numbers are not retained by The Humber Bridge Board. Any unprocessed applications are stored in a secure locked unit and only authorised personnel have access to the records.

On receipt of completed application forms for the Tag your details are entered into a password protected data base.

Persons receiving a concession on the Humber Bridge Toll will validate their concession with a pre-printed voucher issued by the Humber Bridge Board. On application, or re-application, for this concession, your exemption certificate, if applicable, or other proof of exemption from toll as a crown or emergency service, and application form are scanned into our password protected electronic filing system. Once the above process is completed, the documents you sent are destroyed by shredding in-house, original exemption certificates sent to us are returned with the concession vouchers, if applicable. We do not retain any paper documents. Periodically we cleanse the toll exemption database if an exemption certificate has expired, we place the record on a suppression list for 12 months. If after 12 months, no further request has been received for re-application, we delete this record from the database and delete copies of the application and exemption forms from the electronic filing system. If the Humber Bridge Board receives, in writing, notification for cancellation or registration with the toll exemption scheme, deletion will be immediate.

Visitors to our offices and Toll Plaza

When requesting a Tag or Tags, or topping up an account in person at the Humber Bridge office, and paying by credit or debit card, we retain a merchant copy of the transaction for 6 months. This applies to toll fee payments made using the PDQ machine at the toll plaza. The merchant receipts from these transactions are stored in secure locked cabinets and disposed of by in-house shredding. Only authorised personnel have access to the records.

Job applicants

Please see Job Applicants Privacy Notice within our recruitment section.

Disclosure of personal information

The Humber Bridge Board will not sell your personal information to third parties or direct marketing companies. However, we may be obliged to share personal information with other relevant bodies that include the DVLA, Police and other government bodies. This will only be done where the law and our policies allow us to do so.

Links to other web sites

Our web site may contain links to other web sites of interest. Once you have used these links to leave our web site however, you should note that we do not have any control over these sites. We cannot therefore, be responsible for the protection and privacy of any information which you provide whilst visiting such sites, which are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the web site in question.

You acknowledge that any information that you post using our social media facilities (e.g. Facebook, Twitter and YouTube) will be viewable by anybody who visits those websites and that such information is also subject to the relevant provider's privacy policy. You are advised to consult each such privacy policy to see how they will use your data.

Updating your details

If any of your details have changed or you believe we hold any inaccurate information about you please let us know by writing to: Customer Services Office, Humber Bridge Board, Ferriby Road, Hessle, HU13 0JG, email: admin@humberbertag.com or by contacting us by telephone 01482 647162.

Consent

By submitting your information, you consent to the use of that information as set out in this Privacy Notice. If we change this Privacy Notice we will post the changes on this page, and may place notices on other pages of our web site so you may be aware of the information we collect and how we use it at all times. We will contact you directly if there is to be any change in the way we use your personal information.

Access to your personal information

You have the right of access to any information the Humber Bridge Board holds on you and to request the rectification of any information which is inaccurate.

If you would like to request a copy of the personal information held about you, you can apply in writing to the Data Protection Officer, Humber Bridge Board, Ferriby Road, Hessle, East Yorkshire, HU13 0JG.

The Board reserves the right to refuse to comply with your request for disclosure where permitted by the Data Protection Act 2018 and reasons will be given for the refusal.

The Humber Bridge Board will use your personal information to provide you with information, newsletters and updates about the Humber Bridge tolls and exemptions. If you do not wish to be contacted, please write to the Data Protection Officer.

The Humber Bridge Board has installed CCTV systems at its premises which make use of Automatic Number Plate Recognition technology. The CCTV systems have been installed in order to remotely monitor the Humber Bridge Boards property and infrastructure, to support the safety of its toll booth officers, to create a record of any incidents or complaints related to the toll booths and to track the appropriate usage of HumberTAG accounts and the Humber Bridges open road toll lane. The CCTV systems installed in the toll booths also record audio footage.

Contacting the Humber Bridge

We welcome your views about our website and our Privacy Policy. If you would like to contact us with any queries or comments, please contact our Data Protection Officer on 01482 647162 or write to: -

Ian Hyland
Data Protection Officer
Humber Bridge Board, Ferriby Road, Hessle, East Yorkshire
HU13 0JG
mail: ian.hyland@humberbridge.co.uk