

Humber Bridge Board Policy

Privacy Policy

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Document History

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1.0. **Glossary of Terms**

HBB	Humber Bridge Board
Organisation	Humber Bridge Board
Employees	Those that hold a contract of employment with HBB, including permanent and fixed term contracts
Apprentice	Those that are working at HBB under an Apprenticeship scheme
Workers	Includes Agency Workers and any other Third Party Worker
Volunteers	Those that Volunteer at HBB
Contractors	Those contracted in to work on HBB estate
Suppliers	Those who supply good and services to HBB estate

2.0. **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 uses any personal data collected about you. It applies to the information we collect about:

- visitors to our website
- postal and telephone calls related to Humber Bridge Tag Accounts
- 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.

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 entered into our password protected database. Subsequently all paper records are disposed of by an approved contractor who is secure and fully compliant to BS EN 15713. All redundant electronic recording devices have the hard drives removed and shredded. 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.

Persons requesting a concession on the Humber Bridge Toll are required to pre apply via application online or post. Upon application, or re-application, for this concession, the required proof shall be uploaded to our password protected electronic filing system.

Once the above process is completed, any paper documents you sent are destroyed by an approved contractor who is secure and fully compliant to BS EN 15713, original exemption certificates sent to us are returned, 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 up to 12 months. At any point within that 12 months if no further request has been received for re-application, we will delete this record from the database and delete copies of the application and documentation from the electronic filing system as we do not hold personal data any longer than we need to. If the Humber Bridge Board receives, in writing, notification for cancellation or registration with the toll exemption scheme, deletion will be immediate.

Telephone calls

We operate audio recordings of telephone calls to the Humber Bridge and recordings are only accessible to a strictly limited number of senior managers. The calls are maintained on the system for 2 years and then auto deleted. We will use the data to call back customers on the lawful basis of implied consent unless this is withdrawn.

When making card payments, all calls are suspended in accordance with PCI DSS guidelines. Our staff should be treated with courtesy and respect, all unacceptable behaviour (we do not tolerate swearing, shouting, demeaning and offensive language) demonstrated during calls will result in the termination of the call if necessary.

CCTV

We do make CCTV and audio recordings of transits through the Toll Plaza, we may use these to help respond to your enquiries and complaints, these are kept for a total of 45 days. The HBB's CCTV system is registered under the notification requirement of the Data Protection Act to the Office of the Information Commissioner. Access to, and disclosure of images recorded on the CCTV system will be restricted and carefully controlled. This will ensure the rights of individuals are retained, and also ensure that the images can be used as evidence if required.

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 websites

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 647161.

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 647161 or write to: -

Data Protection Officer

Humber Bridge Board, Ferriby Road, Hessle, East Yorkshire, HU13 0JG

mail: mail@humberbridge.co.uk

3.0. Policy Review

This Policy will be reviewed with changes in legislation and on an annual basis.