

Introduction

South Yorkshire Mayoral Combined Authority (SYMCA) 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.

SYMCA is undertaking a consultation on the introduction of a Proposed Franchising Scheme for buses in South Yorkshire.

DJS Research have been commissioned to assist SYMCA in collecting feedback from the consultation. As independent consultants, DJS Research will collate, thematically code, analyse and report on the responses received.

This notice explains how we will 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 SYMCA's [Privacy Notice](#).

What information do we collect and why?

The consultation will ask you questions in relation to the Proposed Franchising Scheme to understand your views. The personal information we process and collect will be provided to us directly by yourself. Whilst it is not compulsory, some personal data may be collected in the process of this consultation. Personal data that may be collected includes:

- Age
- Name
- Gender
- Local Authority area
- Job role/Organisation details

We may also collect some special category personal data within the consultation. Special category data is data that is deemed more sensitive. For the purpose of this consultation, we may collect the following special category data:

- Physical or mental health information
- Racial or ethnic group information
- Sexual life/orientation

We ask for this data so that we can check the impact of the proposals on different demographic groups and to show we reach a proportionate amount of the community.

You do not have to answer the questions on personal data if you do not want to.

Data collected from this consultation will be aggregated, anonymised data will be shared with SYMCA so you will not be identified.

As well as information received directly from you, we also collect or receive information from Bus operating companies.

How do we keep your information safe?

SYMCA is committed to the security of 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.

The survey is hosted by DJS Research using NEBU, the on-premise hosted survey software utilised. NEBU adheres to stringent industry standards, offering encryption, secure data storage, and controlled access, ensuring the protection of sensitive respondent information throughout the entire research process. DJS Research is ISO9001, ISO27001 and Cyber Essentials accredited. To find out more about how the DJS Research handle your data please visit their [Privacy Notice](#).

All electronic consultation information will be encrypted with a secure password. DJS Research and SYMCA will restrict access to your personal information.

In relation to consultation responses sent to us in the post, this information will be stored in a secure office with limited access.

How long is the information kept for?

Your information will only be kept for as long as necessary.

DJS Research will retain your data for two years, or as long as required if there are any legal challenges to the consultation.

Lawful basis for processing your information

Our lawful basis for processing under GDPR is:

GDPR Article 6(1)(e): the processing is necessary for the performance of its official tasks carried out in the public interest.

And for the more sensitive data:

GDPR Article 9(2)(g): the processing is necessary for reasons of substantial public interest

Who we will share your information with?

The information collected as part of this consultation will only be used by SYMCA and DJS Research based on SYMCA's instructions. Your personal data will not be shared with any other third parties. An anonymised report will be shared with the South Yorkshire Mayoral Combined Authority Board. This will not contain any personal data.

If you are responding on behalf of an organisation. The organisation's name may be used but you will not be personally identified.

How can I exercise my information rights?

The SYMCA must comply with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Under data protection law you have rights, including:

- 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 or incomplete.
- Your right to deletion or removal of personal data where there is no compelling reason for its continued processing.
- 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 what we transfer the information you give 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 once the request is verified.

If you have any requests in line with the above, please contact the SYMCA's Data Protection Officer by:

Email: data.protectionofficer@southyorkshire-ca.gov.uk

Telephone: 0114 220 3400

Or in writing to:

Rebecca Brookes
The Data Protection Officer
South Yorkshire Mayoral Combined Authority
11 Broad Street West
Sheffield
S1 2BQ

How to find out more

To find out more about how the SYMCA handle your data please visit our organisational [Privacy Notice](#).

If you feel we have not handled your information appropriately, you can complain to the Information Commissioner's Office. For further details on this and your information rights, please visit the [Information Commissioner's website](#).