

# Privacy policy

May 2018



## Introduction

This privacy statement sets out how Nexus collects, uses and protects any Personal Data of our customers or other external parties, as well as your rights in respect of such Personal Data.

Nexus is committed to ensuring your privacy is protected. Information by which you may be Nexus must have a valid lawful basis in order to process Personal Data. This statement sets out the lawful basis that applies and also the purposes for which your Personal Data will be processed.

Nexus may update this privacy statement from time to time and will publish an up to date copy of the privacy statement here. This statement is effective from 25<sup>th</sup> May 2018.

## Getting in touch with us about data issues

Nexus is the trading name of Tyne and Wear Passenger Transport Executive and its address is Nexus House, St James' Boulevard, Newcastle upon Tyne, NE1 4AX. In relation to the collection and processing of personal information, Nexus is the data controller. Nexus can be contacted by phoning 0191 2020 747 or email [customer.services@nexus.org.uk](mailto:customer.services@nexus.org.uk).

If you require further information about how your personal data will be held and processed by Nexus, or if you wish to make a complaint about any data protection matter, contact the Nexus Data Protection Officer, Colin Whittle on 0191 203 3239 or email [colin.whittle@nexus.org.uk](mailto:colin.whittle@nexus.org.uk).

## How we collect personal data

We may collect and process the following data about you:

**1) Information you give us.** You may give us information about yourself by filling in forms on our site [www.nexus.org.uk](http://www.nexus.org.uk) (our site) or by corresponding with us by phone, email or otherwise. This includes information you provide when you register to use our site, register to use our app, register for a Pop Shop account, subscribe to our service, place an order on our site, and/or enter a competition, promotion or survey and when you report a problem with our site. The information you give us may include your name, address, date of birth, email address and phone number, financial and credit card information, personal description and photograph.

**2) Information we collect about you.** With regard to each of your visits to our website or apps, we may automatically collect the following information:

- technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform;
- information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number;
- information about your use of the Nexus website including the detail of your visit i.e. resources you access, pages you use, transactions you engage in;

- information provided by you voluntarily e.g. when you register for updates or purchase a product through our web retail pages;
- information that you provide when you communicate with us; and
- information that you provide as you use public transport with your Smartcard for instance a record of the journeys you make using your Smartcard.

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the Cookies we use and the purposes for which we use them see our Cookie policy at [nexus.org.uk/legal-information/cookies](https://nexus.org.uk/legal-information/cookies).

**3) Information we receive from other sources.** We may receive information about you if you use any of the other services we provide. We also work closely with third parties (including, for example, business partners, sub-contractors in technical, payment and delivery services, advertising networks, analytics providers and search information providers) and may receive information from them.

## **Why and how we use personal data**

Nexus must have a valid lawful basis in order to process your Personal Data. Nexus will process your Personal Data because you have provided your consent to the processing of your Personal Data for one or more specific purposes. We will also process your Personal Data as it is necessary for the performance of a contract to which you are party to or to take necessary steps at your request subject to entering into a contract.

Nexus will also process your Personal Data in order to comply with relevant legislation.

We use information held about you in the following ways:

**1) Information you give to us.** We will use this information:

- to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us;
- to provide you with information about goods or services we feel may interest you. If you are an existing customer, we will only contact you by electronic means (email or SMS) with information about goods and services similar to those which were the subject of a previous sale or negotiations of a sale to you, and where you have previously consented to this. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this. If you do not want us to use your data in this way, please tick the relevant box situated on the form on which we collect your data (the order form or registration form);
- to notify you about changes to our service;
- to ensure that content from our website is presented in the most effective manner for you and for your computer.

**2) Information we collect about you.** We will use this information:

- to administer our website and for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes;
- to improve our website to ensure that content is presented in the most effective manner for you and for your computer;
- to allow you to participate in interactive features of our service, when you choose to do so;

- as part of our efforts to keep our website safe and secure;
- to measure or understand the effectiveness of advertising we serve to you and others, and to deliver relevant advertising to you;
- to make suggestions and recommendations to you and other users of our website about goods or services that may interest you or them.

Nexus, its subsidiaries and service providers, will use your personal information and that of the child named in applications for the purposes of customer services and administration, the provision of travel related information, customer research and fraud prevention. Nexus may contact you before the expiry of any travel concession, to inform you of the ticketing options available from that date.

Information we receive from other sources: We may combine this information with information you give to us and information we collect about you. We may use this information and the combined information for the purposes set out above (depending on the types of information we receive).

### **Disclosure and sharing of personal data**

We may share your information with selected third parties including:

- business partners, suppliers and sub-contractors for the performance of any contract we enter into with them or you; and
- analytics and search engine providers that assist us in the improvement and optimisation of our site.

We may disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use [[nexus.org.uk/website-policies/terms-website-use](https://nexus.org.uk/website-policies/terms-website-use)] or terms and conditions of supply [[nexus.org.uk/termsandconditions](https://nexus.org.uk/termsandconditions)] and other agreements. We may also do so to protect the rights, property, or safety of Nexus, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud detection and protection and revenue protection.

### **Where we store your Personal Data and how we keep it secure**

Nexus is committed to ensuring that your personal information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect from you.

Where Nexus engages third parties to process Personal Data on our behalf, they do so on the basis of clear written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of the data.

The data that we collect from you is stored in the UK. It may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"), and it may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. Nexus will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on secure servers. Any payment transactions will be encrypted using SSL technology. Where we have given you (or where you have chosen) a

password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **How long do we keep your Personal Data?**

Nexus will keep your Personal Data only as long as is necessary to conclude the purpose(s) for which it was collected. Personal Data will be securely destroyed when no longer required by Nexus.

### **Your rights in respect of data we hold**

You have a right to request a copy of the Personal Data held about you by Nexus. If you wish to make such a request, please complete a Subject Access Request application form which is available on our site.

You have the right to withdraw your consent for Personal Data to be held or used by us in some circumstances. For example, if you no longer wish to receive travel updates or news emails we send out, you can contact us and asked to be removed from databases held for this purpose.

You have the right to ask us not to process your personal data for marketing purposes. We will inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at [customerservices@nexus.org.uk](mailto:customerservices@nexus.org.uk) or Nexus, Nexus House, St James Boulevard, Newcastle upon Tyne, NE1 4AX.

If you become aware that personal information held by Nexus is inaccurate you have a right to ask for this to be rectified. Nexus will take all reasonable steps to rectify the data if necessary. In certain circumstances Nexus can refuse requests for rectification.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## **Complaints to the Information Commissioner**

Nexus tries to meet the highest standards when collecting and using Personal Data. For this reason, we take any complaints we receive about this very seriously.

If you are unhappy at the handling of any complaint made to Nexus about how your Personal Data has been handled or processed, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law.

The Information Commissioner's Office can be contacted by phoning 0303 123 1113 or in writing at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In addition, you can report a concern online at <https://ico.org.uk/concerns>.