



Privacy Statement

This privacy statement sets out how Nexus collects, uses and protects your Personal Data in relation to the 'Tyne and Wear Metro Penalty Fare Online Payment' website, as well as your rights in respect of such Personal Data.

Nexus is committed to ensuring that your privacy is protected. Information by which you may be identified will only be used in accordance with this privacy statement.

Nexus must have a valid lawful basis in order to process Personal Data. This privacy 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 by the appropriate means including on the website.

This privacy statement is effective from 25th May 2018.

How we collect your Personal Data

We may collect your Personal Data in a number of ways:

- Through the website;
- Any third party website you may contact via the website;
- By any forms you may fill out on this site or by corresponding with us by phone, email or otherwise.

What information do we collect about you?

The information that Nexus will collect about you may include, but is not restricted to, the following:

- Personal details such as name, date of birth, address, telephone number, gender, email address;
- Financial information including details of any transaction you participate in.

How we will use the information about you

Nexus must have a valid lawful basis in order to process your Personal Data. Nexus will only process your Personal Data in the following circumstances:

- Where it is necessary for our legitimate interests to run a Penalty Fares Scheme on the Tyne and Wear Metro, and your interests and fundamental rights do not override those interests;
- Where we need to comply with a legal or regulatory obligation;
- Where the processing is necessary for us to perform a task in the public interest;
- Where you provide consent to the processing of your personal data for one or more specific purposes.

Nexus will process your Personal Data in order to, but not restricted to:

- To administer your account including processing payments made;
- To process any request for advice or information;
- To ensure that any content you post complies with the terms and conditions of use of the website;
- To comply with our statutory and regulatory obligations;
- To carry out our obligations arising from any contracts entered into between you and us;
- To notify you about changes to our service.

Who has access to your Personal Data?

Access to your Personal Data is carefully controlled and may only be viewed by those employees who are required to do so in order to provide the service required.

Nexus may also need to provide third parties with access to your Personal Data to provide the services on this website.

Sharing and disclosing your Personal Data

Nexus may, from time to time, need to make other disclosures of your Personal Data without your consent but any such disclosures will be made in accordance with the obligations imposed on Nexus by relevant legislation, and with due consideration of your rights.

We may disclose your Personal Data to the following categories of recipient for the purposes described in this privacy statement:

- Raspberry Software Solutions Ltd, processing of penalty fare notices.
- Sage Pay Europe Ltd, payment of penalty fare notices.

We may also disclose your Personal Data 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.

The Personal Data we collect from you is stored in the UK and will not be transferred to an area outside of the European Economic Area.

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 and for no longer than three years, in line with our retention policies.

Personal Data will be securely destroyed when no longer required by Nexus.

Your information rights

The General Data Protection Regulation provides the following rights for individuals in relation to their Personal Data:

Right to withdraw consent

If we have relied on consent as the ground for processing your personal data, you can withdraw this consent at any time. You can withdraw consent by contacting the Data Protection Officer, Colin Whittle on 0191 203 3239 or email colin.whittle@nexus.org.uk.

Right to be informed

An organisation must inform you if it is using your Personal Data. This should be done when it first collects your information.

Right of access

Individuals have the right to access copies of their Personal Data. This is done via a subject access request. To make a subject access request to Nexus please visit <https://www.nexus.org.uk/data-protection>.

Right to rectification

Individuals can challenge the accuracy of Personal Data which is held by an organisation and in some circumstances request that it is corrected.

Right to erasure

The right to erasure gives individuals, in certain circumstances, the opportunity to ask organisations to delete Personal Data it holds about them.

Right to restrict processing

Individuals have the right to limit the way an organisation uses their Personal Data.

Right to data portability

The right to data portability allows individuals to request their personal data from an organisation in way that is accessible.

Right to object

Individuals have the right to object to the processing of their personal data in certain circumstances.

Rights related to automated decision making including profiling

This right enables individuals, in certain circumstances, to prevent the automated profiling of their Personal Data.

For further information on the rights of an individual please visit <https://ico.org.uk/your-data-matters/>.

Security

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 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.

How to contact us

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 Data on this website, Nexus is the data controller. Nexus can be contacted by phoning 0191 2020 747 or email 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.

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. Nexus

encourages employees to bring to our attention if they think that our collection or use of their Personal Data is unfair, misleading or inappropriate.

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>.

Cookies

What are cookies?

Cookies are small text files that are placed on your computer by websites that you visit. They are on websites to make the websites work better for you, and to help the website providers to understand how people use the website.

The <https://payments.nexus.org.uk/> website does not use cookies but the embedded Sage Pay functionality does. The table below explains the cookies that are used.

Name	Use
JSESSIONID	Helps Sage Pay remember who you are during your visit.
NSC_WJQ+(random characters)	Helps Sage Pay remember who you are during your visit.

You can manage cookies by controlling which cookies are saved or by deleting them, if you wish.

How to disable/manage cookies

Most web browsers allow some control of most cookies through browser settings. We recommend you allow the cookies we set on this website as they help us to provide a better service.

If you do not want to receive cookies from this website, select cookie settings under the privacy settings in your browser options, then add our domain to the list of websites you do not want to accept cookies from. Under settings you can also delete individual cookies or any cookies that your browser has stored. If you set your browser to refuse cookies, please be aware that functionality may be affected and certain features on this website will not work.

To find out more about how to manage cookies, including how to delete them visit <https://www.aboutcookies.org/page/2/>.

Full details on the cookies set by Google Analytics are available on the Google website. Google also publishes a browser add-on to allow you to choose whether or not information about your website visit is sent to Google Analytics:

<https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage?csw=1#cookiesSet>

<https://tools.google.com/dlpage/gaoptout>.