

PLEASE NOTE - by filling in this form you will be providing us with your personal data. CT Plus respects your rights to data privacy and will only ever use your personal data as allowed by applicable law, mainly the Data Protection (Bailiwick of Guernsey) Law 2017 – please read our privacy policy for further information on how and why we use your personal data, and your related rights and options (this policy can be found at www.hctgroup.org - search for and then click on 'privacy')

CT Plus Guernsey is registered with the Guernsey Data Protection Commissioner and has best practice Data Protection processes in place. CT Plus has partnered with Unicard to provide secure CMS back-office. They have a track record of working with UK authorities and managing customer data and security covering both school and concessionary passes. Unicard have had their data storage validated by Logica PLC two frameworks ESPO and CENTRO. Their processes are compliant with EN 27001 and ISO 9001. They are also PCI/DSS compliant for transactions.

1. Important information on Data Collection and Storage

1.1 Statement of intended use of data

CT Plus Guernsey (trading as buses.gg), will use your personal information for the purposes of, non-exhaustively: customer services and administration, the provision of travel related information, customer research and fraud prevention. The use of this **puffinpass** photo card will authorise CT Plus Guernsey to use the journey data collected on the card for travel related reporting purposes. Any personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection (Guernsey) Law.

Relevant police services, and Local Authority Anti Social Behaviour units, may provide CT Plus Guernsey with details of any breaches of the Behaviour Code and/or criminal convictions, warnings, reprimands, or other sanctions issued in relation to offences that have been committed by the **puffinpass** holder on, or in relation to, Guernsey's public transport network. Such information may be used as the basis for the withdrawal of the **puffinpass** and CT Plus Guernsey may inform the police of any decision to withdraw the **puffinpass**.

In certain circumstances, CT Plus Guernsey may also share the personal information provided in this application form with the police and other law enforcement agencies for the purposes of the prevention or detection of crime. CT Plus Guernsey may contact you shortly before the expiry of the **puffinpass**, to inform you of the ticketing options available from that date.

1.2 Data collection and consent

An application form is to be filled out by the card holder who should also read out privacy policy to ensure that they fully understand how and why we process personal data, and the related rights and options, in accordance with the Data Protection (Bailiwick of Guernsey) Law 2017.

1.3 Information on the front of the card

For the purposes of fraud prevention and to reduce the risk of theft from the customer we carry the following information on the face of the card:

- Passport sized photo of card holder
- First and last names of card holder
- Date of expiry of card

1.4 Data storage and processing

We work with Unicard to provide the Card Management System (CMS) and data storage. They have had their data storage validated by Logica PLC and two frameworks ESPO and CENTRO. Their processes are compliant with EN 27001 and ISO 9001. They are also PCI/DSS compliant for transactions. Data is stored in the United Kingdom and they are registered with the Information Commissioner's Office (ICO). We will of course employ best practice in processing, handling and collection of the data.