



Privacy Policy

This policy explains how Highways England uses the personal information collected from you during the Severn Bridges Tolling Operations. It also describes how long that information is kept for and the limited circumstances in which we might disclose it to third parties.

Personal details we hold

Highways England holds three types of personal information which allow us to manage the Severn Bridges scheme:

1. Customer provided information: customers' contact details, their vehicle registration details and payment preferences are used to administer accounts and one-off payments for crossings.
2. Customer contact records – Records of: calls, emails, post, as well as interactions with our website and customer centre are maintained for audit, training and service improvement purposes.
3. Crossing records – Automatic number plate recognition (ANPR) cameras capture images and record vehicle registrations whenever a vehicle uses the Crossing. These are retained as evidence in the event of a dispute or violation.

In the event of non-payment and violations, the details of the registered keeper are provided to Highways England by the Driver and Vehicle Licensing Agency (DVLA). This allows us to locate vehicle owners and issue violation notices due to the driver.

Length of time information will be held

In order to comply with the General Data Protection Regulations, your details will only be kept for the shortest time required. This will vary according to the type of data being held.

How to access your personal data

If you wish to see full details of the information Severn Bridges Group holds in connection with you, you will need to make a subject access request under the General Data Protection Regulations. To initiate a subject access request, email: severnbridgesgroup@highwaysengland.co.uk or call us on 0343 3535056 (TAG OFFICE) / 01454 635056 (Customer Services).

Keeping your details secure

Highways England has a contract with Emovis Operations Leeds Ltd (our service provider) who provide the administration and 'back office' services for the scheme. We store all of our information in highly secure UK data centres. Your data will not be

sent overseas as part of the normal operation of the Severn Bridges Group. We do not store entire credit/debit card numbers, nor do we keep records of the security code of customers' credit or debit cards. These details will be requested during the processing of specific transactions.

Sharing personal information

To support the prevention and detection of crime, Highways England Severn Bridges Group will, subject to approval by the Highways England Data Protection Officer (DPO), provide summary records and images of vehicle passages to local police forces when requested. Occasionally, personal information held in relation to Severn Bridges Group may be requested by and disclosed to:

- The Driver and Vehicle Licensing Agency (DVLA)
- Local authorities
- The police and other statutory law enforcement agencies
- In the event of an unpaid crossing, debt registration and collection organisations.

Personal data may be shared with these organisations when a valid reason to obtain the data under the General Data Protection Regulations and other data protection legislation is provided. Such requests are dealt with on a strictly case-by-case basis. Additionally, in the course of our day-to-day operations, we may monitor vehicles using the Crossing, including those vehicles which may be exempt or registered for a discount. If we believe we've identified a persistent charge evader, or we observe activity we believe to be fraudulent, we will provide the information to the local authority or the police.

Highways England and its subsidiaries may also contact you about our related services and promotions connected to the operation of the strategic road network, for example, roadworks, crossing closures and travel surveys, etc.

Severn Bridges Group Privacy Notice

Highways England have fully committed to adherence of the General Data Protection Regulations (GDPR) following implementation on the 25 May 2018. In relation to our collection and processing of personal data, please see the below information.

Section 1 – Collection of Data

Highways England will be the data controller and the contact details for the company are:

Data Protection Officer: Graham Woodhouse

Email: DataProtectionAdvice@highwaysengland.co.uk

The data processor, working on behalf of Highways England in relation to Severn Bridges Group is: Emovis Operations Leeds Ltd. The data held is used for the purposes of customer service and administration, the enforcement of road user charging schemes, the provision of travel related information, customer research and fraud prevention.

Collected data will be stored within secure electronic records management systems, with the system being dependant on the nature of information. Highways England will store any correspondence from you in a correspondence recording system. Information stored by Emovis will be held in the main back office systems namely TCS, TCM, POS and VSClient. Additional systems are used to process and store supporting information such as correspondence and telephone call recordings.

Section 2 – Processing of Data

Personal data will be stored for the shortest time necessary in order to manage the Severn Bridges Group operations, including payments, account management and enquiries, with respect to financial records the time limit for retention is 7 years..

Under the GDPR you have the following rights to request information from the company:

- Right of access to the data (Subject Access Request)
- Right for the rectification of errors
- Right to erasure of personal data (please note, this is not an absolute right)
- Right to restrict of processing or to object to processing
- The right to portability.

Processing isn't based on receiving your consent; however, we must inform you that you have the right to withdraw your consent at any time, without affecting the lawfulness of processing based on consent before its withdrawal. If your consent is withdrawn, Highways England would still be able to use legal powers in the User Charging Schemes (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2013 (as amended), and The Severn Bridges Act 1992 to collect and process data.

You have the right to lodge a complaint with a supervisory authority (in the UK that is the Information Commissioners Office).

If we are to process the personal data we hold for a purpose other than that for which it was originally collected, then we will provide you with information on what that other purpose is prior to that further processing taking place. The extra information will include any relevant further information as referred to above including the right to object to that further processing.