

Bus pass change of address

(individual or couple)



Your details

Single applicant change of address

Mr Mrs Miss Ms Other

First name Surname

Date of birth / / (DD / MM / YYYY)

Telephone number

Email address

Bus pass number

Second applicant (if applicable) change of address

Mr Mrs Miss Ms Other

First name Surname

Date of birth / / (DD / MM / YYYY)

Telephone number

Email address

Bus pass number

Old Address (if you have just moved to Bristol do not complete this form. You must fill in a new bus pass application form):

.....
.....

Postcode

New Address (if you have moved out of Bristol you must return your bus pass to us and apply for one from the local authority for the area you live now.):

.....
.....

Postcode

Proof of new address

We need to check you are resident within the Bristol City Council boundary. We can do this if you give us consent to check your details against our council tax database.

Please tick box if you agree to council tax details check

If you are not on the Council Tax Bill you will need to provide a **copy** of one of the following (please tick box):

Valid Photo Driving Licence

Current TV Licence

Bank statement dated within the last three months

Utility bill dated within the last three months e.g. gas, water, electricity

Signature

Date

What to do now

To email:

Scan your completed form and send it with scanned copies of your proof of new address (if required) to: bus.passes@bristol.gov.uk

To Post:

Send your completed form with copies of your proof of new address (if required):
Travelcard Office (Brunel), Bristol City Council, PO Box 3176, Bristol, BS3 9FS

If you would like this information in a different format, for example Braille, audio CD, large print, electronic, BSL DVD or community languages, please call 0117 922 2600 or email bus.passes@bristol.gov.uk

Privacy statement: what we do with your personal data

Your privacy is important to us and we take great care to protect it. You can visit our website without giving us your personal data.

Your rights

If you agree to share your personal details you still keep your rights given by the Data Protection Act 1998.

Your service from the council will not be affected if you decide not to allow your data to be shared in this way.

What we do with your personal data:

We collect your personal details when you fill in a form (on paper or on the website), write us a letter or send us an email. When you give us your information, you also agree to:

1. Allow your details to be used for other council services and combined into one single record containing your basic details and information about your transactions.

This will help you because you won't have to repeat the same basic information all the time. It also helps us to deal with your requests more quickly and tailor our services to meet your needs.

Only basic customer data will be shared across the Council. This will be your title, name, address, gender, date of birth and preferred contact details; email, home or mobile phone.

If you wish to opt out of the sharing of your basic details for this purpose, please contact the Data Protection/Freedom of Information Team at foi@bristol.gov.uk or by writing to The Data Protection Officer, Bristol City Council, City Hall, College Green, Bristol, BS1 5TR.

2. Allow us to give your details to contractors who work for us to deal with your request for the council. These contractors use the same security standards as the council.

3. Allow us to share your information with other councils and organisations. You will

be told about this or asked to agree to this first, if we decide to share services with these organisations.

4. We may also give your data to the Audit Commission and other bodies so they can use it to match against computer records held by other public bodies.

This data is usually your personal information. Data matching allows them to spot potentially fraudulent claims and payments. For more information about this please visit: <http://www.bristol.gov.uk/page/council-and-democracy/audit-commission-national-fraud-initiative-nfi-and-other-data-matching>

5. We may also share your information without asking you if:

- the law says we must
- there is a risk of serious harm or threat to life.

We will always ask you before we use it for any other reason or for marketing

To help answer any questions you may have about how we handle your information we have created a Frequently Asked Questions sheet which can be accessed via the privacy pages on our website <http://www.bristol.gov.uk/page/council-and-democracy/privacy-statement-what-we-do-your-personal-data>.

How to see the information we hold about you:

Under the Data Protection Act 1998, you can ask us for the following information:

- confirmation that your personal data is being processed by the council
- a description and copy of the personal data
- the reasons why the data is being processed
- details of who we have or might give it to.

If you wish to see information held by the council about you, please make a data protection request by email at foi@bristol.gov.uk or by writing to:

The Data Protection Officer, Bristol City Council, City Hall, College Green, Bristol, BS1 5TR.