



TfL Privacy and Data Protection Compliance Programme - 2017 Summary



EVERY JOURNEY MATTERS

TfL personal data sources/volumes - 2016

- **200 million** service information emails sent
- **28 million** retail Oyster cards used for travel (includes **3.8 million** registered cards)
- **14 million** contactless payment cards used for travel
- **8.2 million** contacts in our customer database (includes **6.6 million** customer email addresses)
- **2.6 million** Oyster concessionary photocards used for travel
- **905,637** CC and LEZ Penalty Charge Notices issued
- **421,000** CC and LEZ discount/auto-pay accounts
- **248,751** registered Santander Cycles users
- **161,000** individuals registered an item of lost property
- **141,819** licensed taxi/private hire drivers
- **107,976** traffic contravention Penalty Charge Notices



TfL personal data sources/volumes - 2016

- **84,376** TfL pension scheme members
(includes **32,240** pensioners and **25,276** deferred members)
- **83,645** Penalty Fare Notices issued across TfL's services
- **47,000** registered Dial-a-Ride users
- **29,000** members of staff
- **21,000** CCTV cameras
- **15,545** prosecutions initiated for fare evasion
- **1,400** Automatic Number Plate Recognition cameras

Additional sources of personal information processed by TfL:

- PFN/PCN debt recovery proceedings
- Information about fraud, vandalism and other offences
- Residential/commercial tenants



TfL privacy and DP governance framework

- Privacy and Data Protection Policy
- Personal Information Custodians (**60** senior managers)
- Privacy and data protection eLearning course (**3,246** course completions in 2016)
- Privacy and cookies section of the TfL website (**491,595** unique visits in 2016)
- Privacy and data protection questions in ITT templates
- Privacy and data protection model contract clauses
- TRUSTe Assessment Manager (used to manage the completion of Privacy Impact Assessments)
- Data breach services framework agreement with Experian
- Outreach activities including team briefings, site visits and drop-in sessions



TfL privacy and DP governance framework

- Privacy Impact Assessment incorporated into TfL project management toolkits and methodologies
- External Information Sharing Protocols and Procedures
- Site visits/inspections focused on outsourced data processors
- Intranet and Management System content

Preparations for the General Data Protection Regulation:

- Updated Information Sharing Protocol/Procedure templates
- Updated data processor model contractual clauses
- Planned personal data mapping exercise across the TfL group
- Planned update to Privacy Notices and supporting web pages
- Planned update to Privacy and Data Protection Policy





Contact

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