

# Transport for London

## Personal information and the law

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### What is personal information?

Personal data is information, in any format, which relates to and identifies a living individual.

The Data Protection Act 1998 (DPA) sets out rights and duties designed to safeguard personal information. It is intended to balance the genuine needs of organisations such as Transport for London (TfL) to collect and use personal information, with the individual's right to keep their personal details private.

TfL must comply with the DPA and its own [Privacy and Data Protection Policy](#) when collecting, storing, sharing, using or disposing of all personal information.



The General Data Protection Regulation (GDPR) is a new piece of legislation that will come into force in May 2018 and it will replace the DPA.

If you manage business processes or supplier agreements that involve processing personal information you should read [An introduction to the new law and how it will affect TfL](#) and prepare to make any necessary changes.

### Data protection and TfL

TfL and its subsidiary companies handle personal information on a daily basis for diverse range of individuals, which includes:

- Customers
- Employees, job applicants and ex-employees
- Members of the TfL Pension Scheme
- Taxi and private hire licensees
- Other stakeholders (eg contractors, tenants, members of the public, etc)

Examples of personal information processed by TfL include:

- Customer contact details
- CCTV images
- Vehicle registration marks
- Oyster card numbers
- Employment and recruitment records
- Payment card and bank account details
- Staff and customer travel patterns

Find out more about [collecting and using personal information](#).

There may be a number of serious consequences if TfL fails to comply with the DPA such as:

- Complaints to the [Information Commissioner's Office \(ICO\)](#)
- Loss, damage or inappropriate disclosure of personal data
- Damage to TfL's reputation
- Employees and customers will lose trust in TfL
- Financial penalties
- Criminal charges against individuals
- Legal action against TfL

The DPA also gives individuals the right to find out what information is held about them. If you receive a written request, this is known as a [Subject Access Request \(SAR\)](#). They also have a

right to ask to have inaccurate information corrected, destroyed, erased or blocked and to specify or amend marketing preferences.



**You must have a valid business reason for accessing personal information held by TfL or its subsidiaries, if not you will be breaching our policies and breaking the law.**

This form is for you to give feedback on how this page is written and what

information is included. If this information affects you personally and you need advice, use the contact details above where provided.

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For questions about the TfL management system ask the [One TfL Management System Project](#)