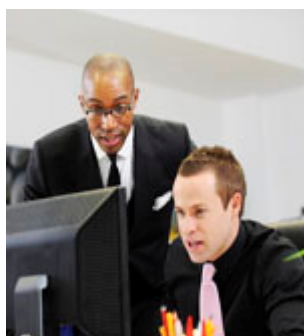


# Privacy matters

Every day we use personal information about customers and staff to operate our business and keep London on the move.

23 May 2017 - Corporate



The law covering collecting and handling personal information is changing.

From May next year a new law, the **General Data Protection Regulation**, will be introduced. Penalties for not complying with it will be high, with potential fines of up to 4 per cent of a company's annual turnover.

People across our organisation currently carefully collect and handle 'personal data' in a way which complies with the Data Protection Act 1998. The new law means we'll need to make some changes in the way we do things to be ready to comply with the **General Data Protection Regulation (GDPR)**.

#### What do we need to do to be prepared?

- Review how we collect personal data from individuals and make sure we are being open and transparent about how it will be used
- Record the details of the personal data we hold, where it came from, why we collected it, how long we'll keep it and who we share it with
- Check that our processes and procedures cover individuals' legal rights eg what we do if someone asks us to delete their personal data
- Plan how we'll handle access requests within new shorter timescales
- Make sure we have the right contract terms and conditions in place with service providers who handle personal data on our behalf
- Identify and document the legal basis for the different types of personal data processing we carry out
- Put systems in place to verify individuals' ages when collecting personal data and, if users are children, work out how we are going to obtain parental consent
- Adopt a "privacy by design" and "data minimisation" approach, including the use of Data Protection Impact Assessments for new projects
- Make sure we have processes in place to detect, report and investigate a personal data breach eg if personal data is lost, stolen or accessed inappropriately

More information about the GDPR and how it affects TfL can be found [here](#).

James Alexander, TfL's Head of Privacy and Data Protection said: 'We gather and store personal data from customers, employees, licensed taxi and private hire drivers, job applicants, tenants and members of the public. People place a huge amount of trust in TfL when they give us information about themselves.

If we aren't able to collect and handle that information in way which complies with the GDPR, we don't just risk losing their trust. We'll be breaking the law, could be hit with big fines and badly damage our reputation.'

More information about how we're preparing for the GDPR will follow over the coming months. In the meantime, if you have any questions contact [privacy@tfl.gov.uk](mailto:privacy@tfl.gov.uk).

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