

# Older person's bus pass

(also known as the Diamond Travelcard)



## New applications

See our website [www.bristol.gov.uk/buspass](http://www.bristol.gov.uk/buspass) for information on when you can apply for a bus pass and where you can use your bus pass.

### Your details

Mr  Mrs  Miss  Ms  Other .....

First name .....

Surname .....

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

Address .....

Postcode .....

Please provide an email and phone number in case we need to contact you:

Email address .....

Telephone number .....

### Proof of identity

You need to provide a copy of one of the following (please tick box):

Birth / Adoption Certificate

Valid Photo Driving Licence (this can also prove your address)

EU Identity card

Current Passport

## Proof of 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

## Passport standard photograph

If you are emailing your application you will also need to attach a digital passport standard photograph. If you are posting your application please write your name and date of birth on the back of your photograph and attach to your form.

It must be:

- Taken within the last three months.
- Standard passport size 45mm high x 35mm wide.
- Taken against a light background.
- Front facing. You must be looking straight towards the camera.
- No head covering, unless worn for religious beliefs or medical reasons.
- Nothing covering your face
- With eyes open, visible and without reflection or glare from glasses.
- With eyes not covered by sunglasses, tinted glasses , glasses frames or hair.

For more information you can go to [www.gov.uk/photos-for-passports](http://www.gov.uk/photos-for-passports)

## Companion bus pass

If you are unable to travel on public transport for the whole journey without help from a companion, your card can include free travel for your companion.

Free travel for a companion will be added to your bus pass. (You will not get a separate bus pass for your companion)

If you are applying for a companion bus pass you need to get the following section completed by your doctor (your GP) or consultant.

**This section must be completed by your doctor (your GP) or consultant:**

Patient name .....

Please provide details of the disability and why the applicant requires a companion to get to a bus stop and get on/off a bus;

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Name of doctor / consultant .....

Address ..... Practice stamp:

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Signature .....

## Agreement

When you order a bus pass you agree that:

- Your sole or primary residence is in the Bristol City Council area
- If you move out of our area, you'll give back your card
- Only you will use your bus pass

Signature .....

Date .....

Please tell us if you:

- Lose your bus pass or it is stolen
- Change address

## What to do now

### To email:

Scan your completed application form and email it with your digital passport standard photo, scanned copies of proof of identity and proof of address (if required) to: **bus.passes@bristol.gov.uk**

### To Post:

Send your completed form with your passport standard photo (please write your name and date of birth on the back) and proof of identity and proof of address (if required) to:

**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**

## Equalities

Equalities information helps us check that everyone in Bristol is able to access our services and no one is discriminated against unlawfully. The information you give will be kept confidential and in line with the Data Protection Act 1998.

You can choose not to answer a question.

The answers you give won't affect the service we give you.

### How would you describe yourself?

#### Age

Under 16  16 to 24  25 to 49  50 to 64  Over 65

Prefer not to say

#### Gender

Female  Male  Prefer not to say

#### Transgender

Yes  No  Prefer not to say

#### Ethnicity

White British background  Asian / Asian British  Prefer not to say

Other White background  Black / African / Black British

Mixed / multiple ethnic group  Other

#### Religion / Belief

Do you have a religion or belief?

Yes  No  Prefer not to say

#### Disability

Are you disabled?

Yes  No  Prefer not to say

#### Sexual orientation

Are you lesbian, gay or bisexual  Heterosexual (straight)  Prefer not to say

# 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](mailto: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](mailto:foi@bristol.gov.uk) or by writing to:

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