

Bus Pass Team
PO Box 696
FAREHAM
PO14 9PD

**Concessionary Bus Pass
Replacement Application Form
Version 8**



**Hampshire
County Council**

Email: concessionary.fares@hants.gov.uk
Telephone: 0300 555 1376
Minicom: 0300 555 1390

**This application form is for replacing a lost or damaged
concessionary bus pass. Complete form and return if applying by post.**

**OR you can apply online providing credit/debit card details
www.hants.gov.uk/transport**

(please note travel vouchers cannot be replaced if lost, damaged or stolen)

What do I need to do?

Part One – Are you?

An existing HCC bus pass holder wanting a replacement due to a lost, damaged or stolen pass? The administration cost for a replacement pass is £13.00 and will apply unless accompanied by an official crime or incident number if your pass was stolen.

Crime or Incident number if applicable.....

Payment can be made;

- on-line by visiting www.hants.gov.uk/transport
- or by calling 0300 555 1376 with credit/debit card details
- or by cheque or postal order made payable to Hampshire County Council and post to the address at the top of this application

Part Two – Print Personal details

(Mr/Mrs/Miss/Ms other):

Surname: Forenames:

Address: Post Code:

Telephone: Email:

Date of Birth: NI Number:

Signed: Dated:

Please return your application form & payment to the address at the top of this form.

Please continue over.....

FOR OFFICIAL USE ONLY:

date on system:

ref number:

Initial:

Privacy Notice:

Hampshire County Council collects information about you in order to provide you with a Concessionary Bus Pass or Travel Vouchers. We will use the information for the purposes of providing you with a Concessionary Bus Pass or Travel Vouchers and your information may be used for data matching purposes for the detection and prevention of fraud. We will process your data as necessary to comply with a legal obligation to which the County Council is subject (in accordance with the Transport Act 2000 et seq (C38, part II, mandatory travel concessions for journeys not beginning on the London bus network). Where health-related data is required as part of the application, the legal basis is necessary for reasons of substantial public interest.

Hampshire County Council Concessionary Travel Team will share this information with third-party organisations (Euclid and Unicard) only for the purpose of facilitating the Concessionary Travel scheme and providing you with a Concessionary Bus Pass or Travel Vouchers.

This data will not be shared with any other third party unless there is a legal obligation to do so.

Your information will be stored electronically for the purposes of facilitating the Concessionary Travel service; this data will be held for the life of the card or vouchers and then according to statutory guidelines. Your paper application will be retained for one month. Your travel data will be stored for two years to facilitate the prevention and detection of fraud. Anonymised travel data will be held for longer for the purpose of monitoring services and to plan for future resources.

You have some legal rights in respect of the personal information we collect from you. Please see our website, details below, for further details.

<https://www.hants.gov.uk/aboutthecouncil/strategiesplansandpolicies/dataprotection>

You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>.