

# APPLICATION



first name

middle name(s)

surname

date of birth    \_ \_ / \_ \_ / \_ \_ \_ \_

male

female

rather not say

address

postcode

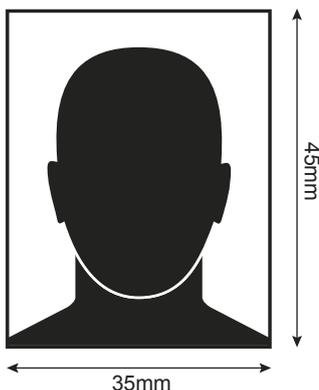
local authority

school / college / university  
(if applicable)

email or phone number

A person who has known you for over 2 years, in an occupation listed overleaf, must enter their name and details below to confirm that you are the person in the photo. They cannot be a family member.

Please attach a recent  
passport-sized photograph.



I confirm that the  
person in this photo is

my name

my address

my occupation



Ariennir gan  
Lywodraeth Cymru  
Funded by  
Welsh Government

\*Excluding Megabus and National Express

You should ask a person from the list below, who has known you for over 2 years, to confirm that you are the person in the photo. They cannot be a family member.

Examples of jobs include:

- teacher or lecturer
- accountant
- bank or building society official
- barrister
- chairman or director of a limited company
- chiropodist
- councillor, for example local or county
- civil servant (permanent)
- dentist
- engineer with professional qualifications
- funeral director
- journalist
- local government officer
- minister of a recognised religion (including Christian Science)
- nurse (RGN or RMN)
- officer of the armed services
- optician
- pharmacist
- police officer
- Post Office official
- social worker
- solicitor
- surveyor

Please call 0300 200 2233 us if you wish to use someone to sign who is not on the list above.

I have read and agree to the mytravelpass privacy policy and the terms and conditions of the scheme.

This application form and further information are available in alternative formats such as large print, braille or audio from: [enquiries@mytravelpass.cymru](mailto:enquiries@mytravelpass.cymru) or phone 0300 200 2233

**CONTACTING YOU** mytravelpass and Welsh Government will use the personal data you submit to administer the programme and to contact you about it when necessary. From time to time we'd like to send you news and special offers we think might be of interest to you. For example this could include details of future discounted travel schemes or important information relevant to your particular age group or location. We will never provide your details to third parties without your consent. Tick this box if you'd like to receive this information

## RETURN TO:

**MY TRAVEL PASS, CONTACT CENTRE CYMRU,  
PO BOX 52, PENRHYNDEUDRAETH, LL49 OAU**

[gov.wales/mytravelpass](http://gov.wales/mytravelpass)

Discounted travel funded by Welsh Government

# TERMS & CONDITIONS



## Welsh Young Persons Discounted Travel (WYPDT) Scheme – ‘mytravelpass’ Terms and Conditions

### 1. Scheme Title

Welsh Young Persons Discounted Travel (WYPDT) Scheme, hereafter referred to as ‘the scheme’.

### 2. Scheme Brand

The scheme brand for all public communication is ‘mytravelpass’.

### 3. Description:

The scheme provides eligible persons with a one-third discount off the purchase price of the equivalent adult fare.

### 4. Eligibility

Only eligible persons may apply, defined as:  
•Aged 16 to 21 inclusive, and  
•Primary residence in Wales.

### 5. Geographical Limits

The card is valid on local bus services operating wholly within Wales or where the trip originates or terminates in Wales (see FAQs for more detail).

### 6. Times of Operation

There are no restrictions on the time during which the pass can be used.

### 7. Types of Journey

There are no restrictions on the type of journey purpose for which the pass can be used.

### 8. Ticket Discount and Restrictions

A discount of one-third off the purchase price of the equivalent adult fare will be given off all products and tickets that can be purchased on bus. Operators may, for commercial reasons, offer the discount on products not available for purchase on bus, but available through outlets such as retail travel shops or offices.

Seasonal or promotional fares which are already discounted in excess of the standard fare may be excluded.

### 9. Transferability

The pass is for use solely by the named individual and is not transferable.

The Discount card will be withdrawn if misused / used by anyone other than cardholder and may result in criminal proceedings.

Travel passes are issued subject to the conditions of the Scheme. The pass remains the property of Welsh Government.

### 10. Application of Discount on Bus

The pass holder is required to present their pass to the driver to obtain the relevant discount. Persons unable to present a valid pass will be required to pay the full adult fare. Bus company representatives retain the right to inspect passes and / or request

additional verification of pass holder age. The travel pass is not valid if altered or defaced in any way. Pass holders are required to inform mytravelpass immediately in the event a card is lost, stolen or defective to enable cancellation and the issue of a replacement card.

### 11. Rules and Regulations

Each bus company’s rules and regulations apply when travel is made with the pass.

### 12. Scheme Duration

It was extended to 16-21 age group in December 2018. Pass holders will be entitled to the discount until their 22nd birthday.

### 13. Application Window

Applicants may apply no earlier than 10 days prior to their 16th birthday and no later than their 22nd birthday.

### 14. Card Issue

Cards will be issued at no cost to the user during the pilot phase.

Applicants are required to provide a recent passport sized colour photo. All information is provided in good faith by the applicant. Applications which are found to have been made using false information will not be issued with a pass or existing pass holders acting fraudulently will result in the cancellation of their pass. Any breach of these conditions will render the holder liable to prosecution.

New / replacement cards will be issued within 10 days of receipt of a completed application / notification of lost or stolen. Welsh Government is not liable for discount whilst an application or replacement is being processed.

Cards remain the property of Welsh Government and should be destroyed on expiry or termination of the scheme.

### 15. Change of Address

Pass holders are required to inform mytravelpass of any changes to their primary address. If the new address is outside Wales, the card will be cancelled and must be surrendered.

### 16. Exclusions

The pass is not valid on long distance coach or rail services except TrawsCymru services. It is not valid on National Express and Megabus.

The pass does not provide proof of age.

The pass does not entitle or guarantee carriage on any bus service at any time, or give rise to expectation of the continuation of existing services or provision of new services.

The Welsh Government will not be responsible for any losses or damage suffered when travel is made with the pass.

The Welsh Government reserves right to amend terms and conditions from time to time and will post changes on GOV/WALES/MYTRAVELPASS

### 17. Fair Processing Notice – National Fraud Initiative

The Welsh Government is required by law to protect the public funds it administers. The Welsh Government shares information provided to it with other bodies responsible for auditing or administering public funds in order to assist with the prevention and detection of fraud.

The Audit Commission appoints the External Auditor to audit the accounts of this authority, and they are also responsible for carrying out data matching exercises.

Data matching involves comparing computer records held by one body against other computer records held by the same or another body. This is usually personal information. Computerised data matching allows potentially fraudulent claims and payments to be identified. Where a match is found it may indicate that there is an inconsistency, which requires further investigation. No assumption can be made as to whether there is fraud, error or other explanation until further detailed investigation is carried out.

The Audit Commission currently requires the Welsh Government to participate in a data matching exercise to assist in the prevention and detection of fraud. We are required to provide specific sets of data to the Audit Commission for matching, and details of these are set out in the Audit Commission’s handbooks, which can be found at [www.audit-commission.gov.uk/nfi](http://www.audit-commission.gov.uk/nfi)

The use of data by the Audit Commission in a data matching exercise is carried out with statutory authority under its powers in Part 2A of the Audit Commission Act 1998. It does not require the consent of the individuals concerned under the Data Protection Act 1998 to undertake the exercise.

Data matching by the Audit Commission is subject to a Code of Practice. This may be found at [www.audit-commission.gov.uk/nfi/codeofpmp](http://www.audit-commission.gov.uk/nfi/codeofpmp)

For further information on the Audit Commission’s legal powers and the reasons why it matches particular information, see the Level 3 Notice on the Audit Commission website: <http://audit-commission.stage.ac/nfi/fptext.asp> or contact the Head of NFI on 0844 798 2222 or email: [nfiquiries@audit-commission.gov.uk](mailto:nfiquiries@audit-commission.gov.uk)

# PRIVACY POLICY

At mytravelpass, we are committed to maintaining the trust and confidence of our visitors to our web site. In particular, we want you to know that mytravelpass is not in the business of selling, renting or trading email lists with other companies and businesses for marketing purposes. We just don’t do that sort of thing. But just in case you don’t believe us, in this Privacy Policy, we’ve provided lots of detailed information on when and why we collect your personal information, how we use it, the limited conditions under which we may disclose it to others and how we keep it secure.

This privacy policy sets out how mytravelpass uses and protects any information that you give when you use this website.

mytravelpass is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

mytravelpass may change this policy occasionally by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 23rd May 2018. The scheme was last updated on 14 February 2019.

The legal base for using your data is legitimate interest and the processing is necessary to update you on changes to the scheme that may occur periodically.

### Data Protection

The details that you supply will be used solely for the administration, customer services and research, and fraud prevention associated with production and management of mytravelpass.

When someone visits [www.mytravelpass.gov.wales](http://www.mytravelpass.gov.wales) we use a third-party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

We use a third-party provider, Limegreentangerine, to deliver our email newsletter. We gather statistics around email opening and clicks using industry



standard technologies to help us monitor and improve our newsletter. You can unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at the bottom of any of our emails at [customerservice@mytravelpass.cymru](mailto:customerservice@mytravelpass.cymru)

As the scheme is administered by MyTravelPass on behalf of the Welsh Government, they will hold your data until your pass runs out and you are no longer eligible for discounted travel. Although the Welsh Government does not have direct access to your records.

We manage your personal information with great care. Your privacy is very important to us, so we want you to understand why we're asking for each piece of information when registering with us.

#### **Name and email address**

We ask for your name so we can address you by name if you choose to apply for the discount pass. We also use this to check you're a real person (not a robot) and for security.

#### **Address**

Your address is required so that we can send you your pass.

#### **Photo**

We require a photograph for inclusion on the pass itself for identification purposes to make sure you are the person entitled to the concession.

#### **Age and gender**

This is necessary to complete the processing of your pass to individually tailor the correct information for usage of the pass and to ensure you are eligible.

#### **When will we collect information from users?**

When you register for a pass on this website, when you sign up to receive our email updates. We will only collect information you choose to provide.

#### **What information will we collect?**

All the details above are required to register for the pass and to opt in to email updates.

#### **How will we use the information we collect?**

To send you emails, only if you have opted in to receive updates. To periodically update you for any changes to the scheme. Welsh Government will use the details that you supply solely for the administration, customer services and research, and fraud prevention associated with production and management and use of mytravelpass.

#### **Can users correct, edit or delete their information?**

You can unsubscribe from our newsletter mailing list in your emails. Once unsubscribed, we will not continue to send to this address.

You can ask for your information to be corrected and edited but please be aware that deleting this will then invalidate your issued pass. You are entitled to view, amend, or delete the personal information that we hold.

You can also choose 'Forgotten password' to change your current password. If you wish to delete your details, please email [customerservice@mytravelpass.cymru](mailto:customerservice@mytravelpass.cymru) and we will remove you from our system.

#### **Links to other websites**

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

#### **Website Cookies**

At mytravelpass our services use cookies to improve performance and speed of service for our customers.

#### **What is a Cookie?**

A cookie is a small text file that is placed on your computer by websites that you visit. They are widely used in order to allow websites to work more efficiently, as well as to provide information to the owners of sites.

#### **Opting out of cookie usage**

If you want to control which cookies you accept you can configure your browser to accept all cookies or to alert you every time a cookie is offered by a website's server. Most browsers automatically accept cookies. You can set your browser option so that you will not receive cookies and you can also delete existing cookies from your browser. You may find that some parts of the site will not function properly if you have refused cookies. Most web browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit [www.allaboutcookies.org](http://www.allaboutcookies.org).

Please be aware that if you do not configure your browser you will accept cookies provided by this website.

#### **How long will my data be stored for?**

Details you provide when registering for a pass will be stored until you decide to unsubscribe from our emails, delete your details or six months after your 22nd birthday or six months after the scheme ends, whichever is first.

When sending us feedback via [customerservice@mytravelpass.cymru](mailto:customerservice@mytravelpass.cymru) or via our contact us form, your name and email address will be removed from our system as soon as your feedback has been resolved.

#### **How can I make a complaint?**

If you wish to discuss our Privacy Policy, please email us at [customerservice@mytravelpass.cymru](mailto:customerservice@mytravelpass.cymru). If you believe you have received unsolicited emails from our organisation then please send your complaint to us along with a copy of the unsolicited email and we will do everything we can to ensure that this does not happen again.

We do not automatically collect any information about users of this website. We do collect information about users who choose to voluntarily communicate with us through email or via submission of our contact pages or enquiry form. We also collate general aggregate information about use of the website for statistical purposes.

Upon written request we will provide all information held about a specific user; however, proof of identity will be required before we provide that information.

If you provide information to us via our contact forms you will only receive a response to your reasons for contact, we will not contact you for any other reason. However, if we feel we have an offer or new service relating to your specific enquiry we may contact you again in the future. If you do not wish to be contacted in this way, and would like to unsubscribe from our database, please let us know by sending us a brief email. We will not pass your information to a third party unless otherwise requested by yourself.

We reserve the right to change the wording of this policy at any time. If we feel it is appropriate to change this policy we will notify users of this website by posting the new wording on this web page.

#### **Your rights under the General Data Protection Regulation (GDPR)**

You have a right under the GDPR to ask Welsh Government to provide you with access to and a copy of personal data held about you; the right, in certain circumstances to ask the Welsh Government to stop processing personal data about you; and the right to ask the Information Commissioner to carry out an assessment of the way in which the Welsh Government has processed personal data about you. You can contact the Information Commissioner's on helpline **0303 123 1113**.