



Privacy Statement

This privacy statement sets out how Nexus uses and protects any information that you give Nexus when you complete the Nexus Travel Survey 2018. which is in addition to the Nexus Privacy available at <https://www.nexus.org.uk/privacy-policy>

Nexus is committed to ensuring that your privacy is protected. Information by which you can be identified when completing a survey will only be used in accordance with this privacy statement.

This document may be updated. This version is effective from 14 March 2018.

Information (collection, use and disposal)

We take the protection of the personal information that you submit to us seriously.

Nexus collects information from our Nexus Insight Panel members and in various ways, governed by the law of England and Wales.

Responses to the survey are completely anonymous and cannot be traced back to an individual except where a respondent enters their details to take part in the prize draw which will create a temporary link between these contact details and survey responses (see below "Survey responses").

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so.

Survey responses

- The survey is hosted by SurveyMonkey, a third party online survey platform – you can review SurveyMonkey privacy policy at https://www.surveymonkey.com/mp/policy/privacy-policy/?ut_source=footer.
- Responses to the survey are anonymous as we will not require you to give us your personal details. We ask for postcode for the purpose of geographical analysis but you are free to complete the survey and enter the prize draw without providing this information.
- If you choose to enter the prize draw you will need to provide us with your contact details for that purpose but this will mean these details will be linked to your previous survey responses.
- Once the survey is closed, survey responses will be separated from Prize Draw contact details which will remove the link to any personal data you have provided to us.

Prize Draw entry information

- Nexus will collect contact information if you wish to enter the prize draw. Failure to provide valid contact details will render your entry into the prize draw invalid.

- This information will consist of your name and either your email address or phone number, whichever you prefer to provide.
- Prize Draw contact details for all entrants will be kept until the prizes for the draw have been collected.
- Prize Draw winners will be contacted and may need to provide additional information in order to collect their prize. This information along with the original contact details will be kept for a period of 2 Years from the date the prize is collected.
- Prize Draw entry information will be used to contact Prize Draw winners, to maintain a record of winners for internal audit purposes and to announce Prize Draw winners names on nexus.org.uk

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Nexus is the trading name of Tyne and Wear Passenger Transport Executive and its address is Nexus House, St James Boulevard, Newcastle upon Tyne, NE1 4AX. You can contact Nexus by calling: 0191 2020 747 or by email: customer.services@nexus.org.uk. In relation to the survey and the prize draw, Nexus is the Data Controller. Nexus's Data Protection Officer is Colin Whittle, who can be contacted at colin.whittle@nexus.org.uk.