Scottish councils. Under the terms of the Data Protection Act 1998, councils are required to provide you, the data subject, with details of the data controller and the purposes for which will be/are processing your data.

3. The data controller of your personal details will be your council, who will only use the information you have provided to administer local and national entitlements, unless you have agreed that your personal details can be shared in the wider public sector. If you have any queries relating to the data protection, these should be addressed in writing to your council Data Protection Officer.
4. As data subject, you have a number of rights under the Data Protection Act 1998 in relation to the data that is processed about you. One of these rights is a subject access right. This means that you have a right to a copy of the data processed about you which is held in your council's computer records as well as some data held in their manual records. If you want to exercise your right of subject access, you should send a request in writing to the Data Protection Officer at your council. The Data Protection Officer will also be able to provide details of any charges which may be applicable for supplying for this information.
5. Your council can only administer your account and deliver joined-up services if you agree to allow them to share your personal details internally. These details include name, date of birth, gender, address and UCRN and will only be used to facilitate the delivery of joined-up local services. The UCRN is a unique citizen reference number which is provided by the Registrar General for Scotland.
6. In addition, you will also be asked whether you agree to share your personal details with other Scottish public sector organisations. This will allow these other organisations to identify and administer any other public service that you are eligible to receive. For example, if you move house, and notify your council of a change of address using your Citizen's Account, they can automatically share your change of address details with the other organisations. This will save you time from having to contact everyone separately with your new contact details.
7. Cardholders are free to amend their consent to share data at any time, by contacting your own council.

This document can be made available in other languages and formats on request (in some cases only a summary will be provided in translation). If you or someone you know would like this information in another language or format can you please contact your own council.

Aberdeen City Council
Aberdeenshire Council
Angus Council
Argyll & Bute Council
Clackmannanshire Council
Edinburgh – The City of Edinburgh Council
Dumfries & Galloway Council
Dundee City Council – www.dundeecity.gov.uk
East Ayrshire Council – www.east-ayrshire.gov.uk
Falkirk Council
Fife Council
East Dunbartonshire Council – www.eastdunbarton.gov.uk
East Renfrewshire Council
East Lothian Council
The Highland Council – Comhairle na Gaidhealtachd – Serving The Highland Community
Inverclyde Council
Midlothian Council
The Moray Council
Glasgow City Council
North Lanarkshire Council
North Ayrshire Council
Orkney Islands Council
Renfrewshire Council
Perth & Kinross Council
South Lanarkshire Council
Scottish Borders Council
Stirling Council
West Dunbartonshire Council
South Ayrshire Council
West Lothian Council
Shetland Islands Council
Comhairle nan Eilean Siar

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National Entitlement Card Scheme and Scottish Citizen's Account

National Terms & Conditions







This leaflet sets out the national terms and conditions for the Scottish Citizen's Account and National Entitlement Card Scheme.

National Entitlement Card Scheme

The National Entitlement Card is a smartcard, which contains a computer chip with memory that allows you to access different services using one card. You will need the card to access the Scotland-wide Concessionary Travel Schemes. You may also, if you wish, use the card to access other locally provided services, for example library and leisure membership.

Your council issues your National Entitlement Card and may provide additional services to the Scotland-wide Concessionary Travel Schemes which can also be accessed using the card (e.g. library and/or leisure services). For details of additional services available and local terms and conditions, please contact your own council.

Scottish Citizen's Account

A Citizen's Account is your council's electronic customer record containing all of the details that your council will need in order to contact you – your name address, telephone number etc.

Your new Citizen's Account will include a unique citizen reference number (UCRN) that is exclusive to you. This UCRN is linked to the General Registrar Office for Scotland (GROS) and the purpose of this is to confirm your birth details, which helps to ensure that no one else can use your identity to set up a fraudulent account; and to receive a death message from the GROS, which suspends your account and ensures that no one uses the account in the event of your death.

Together with your personal details this will allow the council to maintain your own personal customer record, which helps to provide joined up public services.

National Entitlement Card Scheme National Terms & Conditions

1. If you do not wish your National Entitlement Card to be multi-application (i.e. one card to access many services) your council can issue you with a separate card for each service you access (e.g. one card for use on the bus, another card for leisure, another card for library membership). Please contact your own council if you would like to request this.
2. Each National Entitlement Card is intended for the sole use of the cardholder. The cardholder is the person whose name and photograph appear on the front of the card. It is not transferable.
3. A National Entitlement card will be issued by your council, on receipt of a fully completed, signed and verified application form.
4. The signature of a parent / guardian is required on application forms for young people under 12 years. Young people 12 years and over can sign their own application form.
5. It is the cardholder's responsibility to inform their council immediately of any change of personal circumstances relevant to the card (e.g. change of name / address, change in status that may affect eligibility for concessions, etc).
6. The cardholder must inform their council immediately if their card is lost, stolen, damaged or not working.
7. A National Entitlement Card will become invalid if it is tampered with in any way. The cardholder is responsible for keeping the card in good condition.
8. Your council/Transport Scotland will not reimburse any costs you may incur in the time between reporting your card lost/ stolen/damaged and receiving your replacement card through the post.
9. Service providers, including individual councils, have the right to cancel the services they provide to individual cardholders should they contravene the Terms and Conditions of their service. The decision to cancel a service rests solely with the service provider.
10. Councils reserve the right to take any appropriate action deemed necessary if it is found that a cardholder has abused the scheme. In particular, where information is provided with the intention of defrauding the council or any of its service providers.
11. Cardholders are free to cancel their National Entitlement Card at any time by writing to or contacting your own council.
12. All services provided in relation to the card are subject to availability. Councils do not guarantee the availability of any of the services on the card. Services may be withdrawn without prior notice.
13. Councils reserve the right to alter the card Terms and Conditions at any time. Up to date Terms and Conditions will be available at council offices, and on council websites.
14. All data collected is in accordance with the Data Protection Act 1998.
15. In order to administer the National Entitlement Card scheme, details including cardholder's name, address, date of birth and gender will be held in the Citizen's Account.

Scotland-wide Concessionary Travel Schemes Additional Terms and Conditions

1. Because the concessionary travel schemes are national schemes, they need to be delivered using a nationally recognised card which works as an electronic ticket across Scotland. You must, therefore, use a National Entitlement Card (or National Entitlement Card concessionary bus card for young people) to access the concessionary travel schemes.
2. You are the only person allowed to use your National Entitlement Card to access the Scotland-wide concessionary travel scheme. It is not transferable. Allowing someone else to use it is fraud and may lead to your entitlement to Scotland-wide concessionary travel being withdrawn.
3. Your entitlement to concessionary travel may be withdrawn if you are found to be using your card fraudulently / if you are found to be abusing your entitlement to access Scotland-wide concessionary travel.
4. Travel using a National Entitlement Card is subject to the normal regulations and conditions of carriage of the bus operators concerned. Your card gives you the same rights as enjoyed by any full-fare paying passenger.

Scotland-wide Free Bus Travel for Older and Disabled People Additional Terms and Conditions

1. Your council/Transport Scotland will not reimburse any costs you may incur in the time between reporting your card lost/ stolen/damaged and receiving your replacement card through the post.
2. Until Electronic Ticketing Machines have been installed on buses across Scotland, there may be a need for bus drivers to withdraw failed/invalid/faulty cards. If this occurs, you will be issued with a seven day temporary bus pass which will be accepted on the same bus services as your National Entitlement Card would be. At this point please contact your council to request a replacement National Entitlement Card. If you use your card to access other services, for example leisure membership, your leisure centre will still be able to provide membership access until your new card arrives.

Scotland-wide Concessionary Travel Scheme for Young People Additional Terms and Conditions

1. You should not attempt to obtain discounted / free travel with your National Entitlement Card if you are not entitled to do so. Your entitlement to concessionary travel may be withdrawn if you are found to be using your card fraudulently.
2. Your council/Transport Scotland will not reimburse any costs you may incur in the time between reporting your card/ rail voucher/concessionary bus card (and ferry vouchers if applicable) lost/stolen/damaged and receiving your replacement card/rail voucher/concessionary bus card (and ferry vouchers if applicable) through the post.

Scottish Citizen's Account Terms and Conditions

1. If you hold a National Entitlement Card to access a concessionary fares scheme, you will automatically be given a "card-only" citizen account which will be used solely for administering the National Entitlement Card Scheme. i.e. your contact details will be held so we know where to re-issue lost/stolen/damaged cards.
2. The Scottish Citizen's Account, the National Entitlement Card and the entitlements offered are administered by the