

Blue Badge Administration - Privacy Notice

This notice should be read in conjunction with the Council's general Privacy Notice: [Shropshire Council's privacy notice | Shropshire Council](#)

This Notice provides additional detail relating to the processing of Personal Data in relation to administering the Blue Badge Scheme.

Who we are and what do we do?

Shropshire Council's Blue Badge team, as with all local authorities, is responsible for the day-to-day administration and enforcement of the scheme on behalf of Central Government's Department for Transport (DfT). Shropshire Council is responsible for determining and implementing administrative, assessment and enforcement procedures. It is Shropshire Council's responsibility to ensure that badges are only issued to residents who satisfy one or more of the eligibility criteria set out in the legislation that governs the scheme.

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

What information do we collect?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law. The following information is collected as part of the Blue Badge application and assessment process:

- Name (including surname at birth (or adoption))
- Address
- Contact details
- Town of birth
- Date of birth
- Driving Licence Number
- National Insurance Number
- Vehicle registration numbers
- Proof of Identity (e.g. birth certificate), proof of address (e.g. council tax bill) and proof of benefit (e.g. PIP letter)
- A photograph for your badge
- Payment details may be taken if you pay by card

We collect the following special category data:

- Health and information including details of medical conditions affecting mobility, pain medication and assessment of walking ability
- Evidence to support automatic eligibility for a Blue Badge

Who are we likely to share information with? This includes 3rd parties who share information with us

- IT software suppliers for technical purposes and maintenance of data records
- Shropshire Councils Sensory Support Service for confirmation of visual impairment
- Expert Assessors- NHS Physiotherapist
- Information may also be shared with third parties where there is a legal basis to do so – for full details see Shropshire Council's main [Privacy Notice](#).

We may be required or permitted, under data protection legislation, to disclose your personal data without your explicit consent, for example if we have a legal obligation to do so, such as for:

- law enforcement
- fraud investigations
- regulation and licensing
- criminal prosecutions
- court proceedings

We must protect public funds and may use personal data and data-matching techniques to detect and prevent fraud, collect taxes and ensure public money is targeted and spent in the most appropriate and cost-effective way. To do this, your personal data may be shared with other bodies responsible for auditing or administering public funds, including the [Department for Work and Pensions](#), [HM Revenue and Customs](#), the [Police](#) and other local authorities.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

How is your information used?

We will collect and use your personal data in order to:

- process your application for a Blue Badge – further details on How Shropshire Council process a Blue Badge application are available in [Shropshire Councils Blue Badge Guidance document](#).
- process the Blue Badge payment
- answer any appropriate questions relating to your application or use of a Blue Badge
- assess your application to see whether it meets one of the automatic qualifying criteria, or if you will need to attend an Independent Mobility Assessment (IMA)
- provide you with any relevant advice for the purposes set out in this privacy notice
- investigate any instances where a Blue Badge is allegedly being misused
- send letter/email notifications and process online payments

Keeping your data up to date?

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

How long will we keep your information for?

We will keep your data in line with the Council's data retention policy. Blue Badge Applications are retained for 4 years from the date of application. Blue Badges details are held in the national database by the Department for Transport. The DfT undertakes regular data cleansing activities to remove data no longer required.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Details of any automated decision processes

Shropshire Councils Blue Badge team does not use an automated decision process. All applications are processed in line with a desk-based assessment with a trained Shropshire Council officer. Further details are available at [blue-badge-application-guidance.pdf \(shropshire.gov.uk\)](https://www.shropshire.gov.uk/blue-badge-application-guidance.pdf)

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

What are your rights in relation the personal data we process?

Please refer to the main notice for this information.

Complaints and concerns about the handling of your personal information:

Please refer to the main notice for this detail.

This Notice was last updated on: September 2025