**Date issued:** 19 July 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

1. The Head/Manager of Concessionary Travel Cards, their contact details including telephone number and email address.
2. Details of your current software that you use to manage customers applications, eg. NEC, Liberator, Opus, IEG4, Civica, Pentagull, etc. including contract cost, duration of the contract and its expiry date.

**Having reviewed your questions, we are able to provide the following information:**

1. The details you requested are exempt from disclosure under Section 40 of the Freedom of Information Act which provides an exemption from the right to information if it is personal data as defined in the Data Protection Act. The Data Protection Act defines "Personal data" as any information relating to an identified or identifiable living individual. "Identifiable living individual" means a living individual who can be identified, directly or indirectly, in particular by reference to (a) an identifier such as a name, an identification number, location data or an online identifier, or (b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.
2. Regarding software for travelcards, we deal with this on behalf of the Welsh G and Local authorities so are a user of applications not the manager of them. For our own applications (which for us would be the TfW website and the TfW app for mobile devices), these are developed and managed in house, and we do not use any third party to manage the applications for us.

We hope this information is of use to you.

Yours Sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".