

National Entitlement Card: Terms and Conditions (Ts&Cs)

May 2018

Changes made: This is a new, simpler version to help explain what rights and responsibilities applicants and cardholders have.

The National Entitlement Card (NEC – the card) is administered by Scottish Councils on behalf of your Council (the Council), the Scottish Government and the wider Scottish public sector. If you have any questions or concerns, please check the Frequently Asked Questions (FAQs) at <https://www.entitlementcard.org.uk/faqs> or contact your local Council.

These Ts&Cs and more information are available on the website at <https://www.entitlementcard.org.uk>. Any changes to the Ts&Cs will be available on the website and from the Council.

Completing your application for a NEC either in person, online or by other means indicates you accept the Ts&Cs.

If at any time you decide you no longer want your NEC, you should let the Council know and return your NEC to them. You may no longer be able to access certain services if you do this.

National Terms and Conditions

Checking your Personal Details

1. You need to supply information and documents (proofs) that confirm who you are, what your address is, and what services you are entitled to access. These need to be shown to the Council, or agents working on their behalf such as Strathclyde Partnership for Transport (SPT) or Post Offices. They may not be able to issue your card if it appears that the details you provide are not accurate, or that you are not who you claim to be. They may not be able to issue your card if you cannot show that you are entitled to the services claimed.
2. If the Council is able to check the details which you supply when you apply for your NEC against facts it already knows, you may not have to provide further proofs. The Council or their agents will be able to advise you on this.
3. If you are under 12 years old when you apply, your form must be signed by a person who has parental responsibility for you. If you are under the age of 13 years old, you cannot apply online.
4. A list of documents that can be accepted as proofs is available from the Council or at <https://www.entitlementcard.org.uk/proofs>.
5. The Council has a duty to maintain your data accurately and to prevent fraud. From time to time they will check that your data is correct and up to date. Your address will be checked against the list of properties held by Councils at <https://osg.scot>. Your name and date of birth will be cross checked with records held by the National Records of Scotland (NRS). Doing this helps the Council give you access to other services when you request them.
6. You are free to cancel your NEC at any time by contacting your local Council. Details can be found at <https://www.mygov.scot/find-your-local-council>.

Your Responsibilities

7. The NEC is intended only for the use of the person whose details and photo were used for its issue (the cardholder). It cannot be transferred to someone else.

8. You must inform the Council as soon as possible of any change that might affect your NEC. Examples include changing your name or address, or no longer being entitled to a service you access with your NEC.
9. You must tell the Council as soon as possible if your card is lost, stolen, damaged or not working.
10. The NEC will become invalid if it is tampered with in any way. You should keep the card in good condition. For example, the card should not be bent or have holes punched in it.

Services

11. You may be able to use your NEC to access different services from the Council, public sector partners or other service providers, including the national concessionary travel and *saltirecard* smart ticketing schemes administered by Transport Scotland/
12. Services, provided in relation to the card are subject to availability. Service providers do not guarantee that any of the services on the card will be available. Services may be withdrawn or modified without prior notice.
13. The Council, public sector partners and service providers will not repay you any costs you may incur in the time between reporting your card lost, stolen or damaged and receiving your replacement card through the post.
14. Service providers, including the Council, have the right to cancel or otherwise restrict the services or concessions they provide you if you not keep to the service terms and conditions.
15. The Council reserves the right to take any action it thinks it must if it is found that you have abused the scheme or services. In particular this applies where information has been provided with the intention of defrauding the Council, a public sector partner or other service provider.

Privacy and Data Protection

16. The Council is committed to your privacy as it handles your personal data. Details of how the NEC makes use of your personal data nationally can be found here <https://www.entitlementcard.org.uk/privacy-policy>.

saltirecard Scheme

The NEC is part of the *saltirecard* smartcard family. This means that some Scottish transport operators will let the cardholder use the NEC to store electronic tickets that they have bought. Purchase and use of such tickets will be subject to the Terms and Conditions and Privacy Policies applied by individual operators. Further details can be found at <https://www.transport.gov.scot>.

National Concessionary Travel Schemes: Additional Terms and Conditions

The NEC is used to allow free or discounted national travel to certain groups of people. Further details and Terms and Conditions can be found at <https://www.transport.gov.scot/concessionary-travel>. Transport Scotland's Privacy Policy also applies <https://www.transport.gov.scot/privacy-policy>.

Local Services, including Local Concessionary Travel Schemes: Additional Terms and Conditions

Different services are available to cardholders in different Council areas. Each Council may have further details and Terms and Conditions that they apply. A list of Council websites can be found at <https://www.mygov.scot/find-your-local-council>.

If you live in the Strathclyde Partnership for Transport (SPT) area, you can find more details at <http://www.spt.co.uk/travelcards/concessions>.