

Residents Fare Card – Application Form Information

Please email the completed application form to info@residentsfare.com

or post it to Residents Fare, PO Box 5715, Inverness, IV1 9AS

Which air services offer a residents fare?

From the 25 October 2023, Glasgow Airport - Barra and Tiree.

Transport Scotland subsidises the provision of air service between Glasgow Airport and Barra and Tiree. From the 25 October 2023, the airline operating these services will be required to offer residents of Barra (including Vatersay), Tiree and Coll a residents fare on these flights.

Who is eligible for the residents fare?

Anyone whose permanent/main residence is on Barra, Vatersay, Tiree or Coll. This includes students that are studying away from home but their permanent/main residence is on Barra, Vatersay, Tiree or Coll.

It does not include second home owners or people whose residence is not on Barra, Vatersay, Tiree and Coll.

Before you can get the residents fare you need to have a valid card and a PIN number. See application process for details of how you get this.

Under 16s

Under 16 year olds can be on multiple Parents/Carers/Guardians cards. This allows them to get the residents fare.

Application process

To get the residents fare, you need to have a valid residents fare card and a PIN number. To apply for a residents card you need to:

- Fill out the form on page 7
- Sign and date the form
- Provide copies of two documents as proof of residence (see below for what you can use to prove residence)

- Students also need to send a copy of their student card
- Email the completed form and a scan or photocopy of your proof of residence to info@residentsfare.com or post it to Residents Fare, PO Box 5715, Inverness, IV1 9AS
- If you are eligible for the residents fare, you will then be sent a residents card and a PIN number which you can use to book tickets at the residents fare price.

Please allow up to 21 days for the application to be processed. In exceptional circumstances, we will do everything we can to process your application quicker so you can book unexpected travel at the Residents Fare rate. If this is the case, please let us know when you need the card by.

Proof of residence

As well as sending the completed application form, you also need to send photocopies, scans or photos of two official documents as proof of residence. These documents must:

- have your name and address on them
- be dated within the last 6 months
- be from different sources e.g. gas bill and Council Tax bill

Students also need to provide a copy of their student card.

We do not accept hand written documents or documents from third parties where the only purpose of the document is to state residency. Please note for an applicant that is 16 years old, we only require one proof of residence.

Once they have been used to confirm that you are eligible for a residents card the documents will be confidentially destroyed. We do not return documents which have been sent to us.

Instructions

Part 1: You need to complete this part in full

- Write your house number/name, street, town, county and postcode in spaces provided.
- Mark an X in the appropriate box for your title.

- Write your first name, middle name(s), surname, date of birth (DD/MM/YYYY), telephone number and email address in spaces provided.

Part 2: Under 16s

If you have dependents under the age of 16 who are resident at the same address and you wish them to be included on your card please provide the dependents name and date of birth in this section. Dependents can be on multiple Parent/Carer/Guardian cards, so please indicate in Part 1 whether you want under 16s on your card by answering the “are you are parent, carer or guardian” question.

Part 3: Students

If you are a student please fill out this section by writing where you are studying and the start and end date of your course.

Part 4

The form must be signed and dated by all applicants 16 years of age and over. We also accept electronic signatures. Please write your name in block capitals under your signature.

By signing this you confirm that you meet the criteria for a residents fare card (see Who is Eligible for a Residents Fare Card for details). If it is subsequently found that an applicant does not meet the eligibility criteria then their card will be cancelled. This is also where we ask for your consent to use your data.

Privacy Notice

Transport Scotland is the organisation responsible for determining who is eligible for the residents fare on the Barra and Tiree air service and for issuing the card.

Collection and use of personal information

The personal information we collect is used to determine if you are eligible for the residents fare on the Glasgow to Barra and Tiree air services and to ensure that only those people who are eligible for this fare receive it. We will not use your personal information for any other purpose.

The categories of personal data we process for this purpose are:

- Name
- Address

- Proof of address
- Date of birth

The lawful basis for processing your personal data is Public Task as it is necessary for us to discharge our statutory functions.

Sharing your personal information

We give airlines and travel agents affiliated to the scheme limited access to your personal information in order to facilitate the operation of the residents fare. When you book a flight the airline or travel agent checks our members' database to ensure that you are entitled to the residents fare.

The Residents Fare Card is administered on Transport Scotland's behalf by Highlands and Islands Airports Limited (HIAL). The Admin Team work for HIAL and have access to your personal information in order to facilitate the operation and audit of the scheme. The members' database itself is hosted by HIAL's IT services supplier.

We will not share your information with anyone who doesn't need it to facilitate the operation of the scheme.

Keeping your personal information secure

The database is hosted in a datacentre which provides high levels of physical and online security to prevent unauthorised access to your personal data. The system is tested on a regular basis to ensure that it remains secure.

Personal information that we hold in hard copy is stored within a secure building.

How long we will keep your information

We will retain your information for as long as you have a residents fare card.

If your card is revoked due to misuse we will retain your information for four years from the date that it is revoked in order to prevent future misuse.

You may request that we delete your information at any time if you no longer wish to have access to the residents fare. We will delete your information within 21 calendar days of your request unless your card has been revoked due to your misuse.

Your rights

You have certain rights under data protection legislation which can be exercised by contacting us:

- the right to access the personal information held about you by making a subject access request;
- the right to have your personal information rectified if it is inaccurate or incomplete;
- the right to request to have your personal information deleted in certain specific circumstances;
- the right to request the restriction of the processing of your personal information in certain specific circumstances;
- the right to ask us not to process your personal information for marketing purposes or for purposes based on our legitimate interests (where applicable);
- the right to ask us not to undertake automated decision making or profiling;
- the right to request the transfer of your personal information to you or to a third party. We will provide to you, or a third party you have chosen, your personal information in a structured, commonly used, machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you;
- where you have provided consent, to request to withdraw such consent at any time; and
- the right to lodge a complaint with the UK Information Commissioner's Office.

If you wish to raise a complaint about how we have handled your personal data, you can contact our Data Protection Officer who will investigate the matter.

Our Data Protection Officer is:

Lorna Clark

Data Protection Officer

Email: DPA@transport.gov.scot

Please note Residents Fare Card forms and other enquiries should NOT be sent to the above contact details

Help

If you have any questions about filling out the application form, you should contact the administrators of the scheme at:

PO Box 5715, Inverness, IV1 9AS or

Telephone on 0800 032 2890 (we are open 08.30 to 17.00 Monday to Friday except Public Holidays)

or email info@residentsfare.com

Application form

Part 1: Personal details

Please complete part 1 in full. If printing and posting, use black ink and write in block capitals.

Address

House number/name	
Street	
Town	
County	
Postcode	

Name(s) of applicant(s) at the above address who are 16 or over

Applicant one

Put a cross under to your title

Mr	Ms	Mrs	Miss	Dr	Other (please write below)

Write your full name as it appears on your photo ID

First name	
Middle name	
Surname	

Date of birth

Write your date of birth in the following format dd/mm/yyyy

Day	Month	Year

Contact details

Phone number	
Email address	

Are you a parent, carer or guardian?

Under 16 year olds can be on multiple Parents/Carers/Guardians cards.

Put a cross under the box with your answer:

Are you a parent, carer or guardian to anyone under 16?	Yes	No

If yes, please complete Part 2

Are you a student?

Are you a student?	Yes	No

If yes, please complete Part 3.

Applicant two

Put a cross under to your title

Mr	Ms	Mrs	Miss	Dr	Other (please write below)

Write your full name as it appears on your photo ID

First name	
Middle name	
Surname	

Date of birth

Write your date of birth in the following format dd/mm/yyyy

Day	Month	Year

Contact details

Phone number	
Email address	

Are you a parent, carer or guardian?

Under 16 year olds can be on multiple Parents/Carers/Guardians cards.

Put a cross under the box with your answer:

Are you a parent, carer or guardian to anyone under 16?	Yes	No

If yes, please complete Part 2

Are you a student?

Are you a student?	Yes	No

If yes, please complete Part 3.

Applicant three

Put a cross under to your title

Mr	Ms	Mrs	Miss	Dr	Other (please write below)

Write your full name as it appears on your photo ID

First name	
Middle name	
Surname	

Date of birth

Write your date of birth in the following format dd/mm/yyyy

Day	Month	Year

Contact details

Phone number	
Email address	

Are you a parent, carer or guardian?

Under 16 year olds can be on multiple Parents/Carers/Guardians cards. This allows them to get the residents fare.

Put a cross under the box with your answer:

Are you a parent, carer or guardian to anyone under 16?	Yes	No

If yes, please complete Part 2

Are you a student?

Are you a student?	Yes	No

If yes, please complete Part 3.

Part 2: Under 16s

Fill this section in if you are the parent, guardian or carer of someone under 16 who you would like to have on your residents fare card.

Details of first under 16 year old

First name	
Middle name	
Surname	
Date of birth – please use the following format dd/mm/yyyy	

Details of second under 16 year old

First name	
Middle name	
Surname	
Date of birth – please use the following format dd/mm/yyyy	

Details of third under 16 year old

First name	
Middle name	
Surname	
Date of birth – please use the following format dd/mm/yyyy	

Details of fourth under 16 year old

First name	
Middle name	
Surname	
Date of birth – please use the following format dd/mm/yyyy	

If you are the parent, guardian or carer of more than four under 16 year olds, please add their details below:

Part 3: Students

Fill in this section if you are a student

Student one

Name of university/college/training provider	
Start date of course	
End date of course	

Student two

Name of university/college/training provider	
Start date of course	
End date of course	

Part 4: Agreement to terms and conditions

I confirm that I meet the criteria for a Residents Fare Card set out on page one and that the information I have provided is correct to the best of my knowledge.

I agree to the terms and conditions of the Residents Fare Card set out in the terms and conditions document.

I agree to the processing of my personal data to the extent necessary for the administration of the Residents Fare.

	Name	Signature	Date (dd/mm/yyyy)
Applicant one			
Applicant two			
Applicant three			

Checklist

Have you

- read the terms and conditions document?
- filled in the form on page 7 to 13?
- signed the form on page 13?
- photocopied, scanned or taken a photo of two documents which prove your residence?
- photocopied, scanned or taken a photo of your student card if you are a student?
- emailed the form and the copies of the two documents (and student card if applicable) to info@residentsfare.com

or posted them to Residents Fare, PO Box 5715, Inverness, IV1 9AS