

Hillingdon *First* card terms and conditions

Any person over 18 who resides in the borough as their principal home can apply for a Hillingdon *First* card, and membership of the scheme is free.

Hillingdon residents aged 17 who drive can also apply for a Hillingdon *First* card.

- The card is only for the use of the cardholder - it is not transferable.
- Only one card will be issued per Hillingdon resident/per email address.
- The card is valid for the period you remain as a resident of the borough of Hillingdon. If you move out of Hillingdon, you must inform the council immediately and return your Hillingdon *First* card.
- Any changes to personal details, including name and address, must be immediately notified to Hillingdon Council.
- The council reserves the right to refuse the issue of a Hillingdon *First* card. This may happen, for example, where you cannot prove you are a resident in the borough or where your card has previously been withdrawn due to a breach of these terms and conditions.
- The card remains the property of Hillingdon Council and must be returned upon request.
- Hillingdon Council reserves the right to withdraw/amend the card, or alter/withdraw the scheme at any time, without notice.
- The card can only be used according to the terms and conditions laid down by the individual services offered with the Hillingdon *First* card - any breach of these terms may result in the withdrawal of the card.
- When further Hillingdon *First* card applications are added to your card, you will be issued with service details and any



additional terms and conditions related to the service added.

- The card is the responsibility of the cardholder. Lost, stolen or damaged cards will be replaced for free on the first occasion, but after this, a small payment will be charged.
- When using the card in conjunction with the discount directory, it must be presented immediately prior to a sale negotiation or purchase. Failure to do so may lead to a discount being refused.
- Hillingdon Council will not be liable if:
 - the Hillingdon *First* card is not honoured by any participating merchant in the Hillingdon *First* discount scheme
 - the scheme or the card are subsequently withdrawn
- In no circumstances does the council endorse or accept liability for any non-council products or services offered with the Hillingdon *First* card scheme. Neither does the council accept liability where there is an improper or illegal use of the card.
- Hillingdon Council does not act as an agent or representative of any retailer listed in the directory. The council gives no guarantee or warranty whatsoever regarding the quality of the goods or services offered by any retailer listed in the directory, nor regarding the status or reputation of any retailer.

Continued overleaf



- The Hillingdon *First* card will not be accepted as an identity or proof of age card.
 - The card is not valid if altered, damaged or defaced in any way.
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Privacy

- Hillingdon Council is the data controller and will be processing your personal data. Your personal information will be held and used in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
- Personal data collected via the Hillingdon *First* card will be used by the council for administering the scheme and, where appropriate, such information will be used in carrying out the council's various functions and services.
- Hillingdon Council has a duty to protect the public funds it administers. The information that you have given may be shared within the council, or externally with other bodies administering public funds, for the prevention and detection of fraud.
- In addition, Hillingdon Council may, from time to time, contact you in regards to offers, promotions, or additional services available in relation to the Hillingdon *First* card.
- Personal information will not be made available to other organisations without your permission, unless it is necessary for prevention or detection of crime, and is allowed or required by law.