Active Travel Voucher Scheme – Terms and Conditions

These Terms and Conditions apply to the Active Travel Voucher Scheme, administered by Active Devon on behalf of Devon County Council. By applying for and accepting a voucher, you agree to be bound by these terms.

1. Eligibility

- **Target Areas:** Vouchers are available exclusively to residents living within the specific designated new housing developments taking part in this scheme.
- **One Per Property:** The offer is strictly limited to one voucher per household/address.
- **Verification:** Active Devon reserves the right to verify your address to ensure eligibility. Any duplicate applications for a single dwelling will be automatically rejected.

2. Voucher Value and Usage

- **Value:** Eligible households will receive a digital voucher(s) up to the value specified by Active Devon.
- **Single-Use:** The voucher(s) are valid for a single transaction only. If the total purchase price is less than the voucher's value, no change or residual credit will be given.
- **Approved Retailers:** Vouchers may only be redeemed at participating local retailers and transport providers specified by Active Devon (e.g. approved bike shops, Stagecoach Southwest, or Great Western Railway where applicable).
- **Non-Transferable:** Vouchers are issued to the named applicant and cannot be shared, sold, or transferred to another person.
- **No Cash Alternative:** Vouchers cannot be exchanged for cash, nor can they be applied retrospectively to previous purchases.
- **Cycle to Work Scheme:** Vouchers cannot be used in conjunction with the Cycle to Work Scheme.

What the Voucher Can & Cannot Include

Vouchers Can Include

- Bike sales (Including e-bikes, cargo bikes, tandems, accessible bikes and second-hand bikes)
- Bike parts and accessories
- Bike servicing and repairs

Vouchers Cannot Include

- Bike hire

3. Availability (First-Come, First-Served)

- **Limited Funding:** Vouchers are funded externally through designated developer contributions and are strictly limited by the budget allocated to each specific housing development.
- **Allocation:** All vouchers are issued on a first-come, first-served basis. Once a development's funding allocation is fully claimed, no further vouchers will be issued for that site, and the application form will be closed. Submitting an application does not guarantee you a voucher.

4. Time-Sensitive Redemption

- **Expiry:** Vouchers are valid for **60 days** from the date of issue.
- **Reallocation:** If a voucher is not redeemed at a participating retailer within this 60-day window, it will automatically expire. Expired funds will be reclaimed by Active Devon and may be reallocated to the next eligible resident on the waiting list.

5. Scheme Modification and Cancellation

- Active Devon and Devon County Council reserve the right to amend these Terms and Conditions, or to suspend, change, or withdraw the voucher scheme entirely at any time, without prior notice.

6. Data Protection

- Any personal data collected during the application process will be processed securely and used solely for the administration, auditing, and evaluation of this scheme, in accordance with the Data Protection Act 2018 and our Privacy Policy.

7. Fraud & Scheme Abuse

- Active Devon monitors the administration of this scheme strictly. Any intentional attempt to abuse the system, submit false information, claim multiple vouchers for a single property or person, or commit fraud will result in the immediate cancellation of your voucher. Active Devon and Devon County Council take the misuse of funds very seriously and reserve the right to take full legal action against any individual found to be intentionally defrauding the scheme. You will be held personally and financially liable for the recovery of any misappropriated funds and all associated legal costs.

8. Approved Retailers (Independent Only)

- To support our local economy, vouchers may only be redeemed at participating independent Devon-based bicycle retailers and specified local transport providers (e.g. Stagecoach Southwest or Great Western Railway). Large national retail chains, big-box sporting stores and online-only retailers are strictly excluded from this scheme.

GDPR Privacy Notice

How We Use Your Data

Active Devon is collecting this information on behalf of Devon County Council to administer the Section 106 Active Travel Voucher Scheme. We are committed to protecting your privacy and ensuring your data is handled securely and in accordance with the Data Protection Act 2018 and the UK GDPR.

What information do we collect?

To process your voucher application, we collect your responses to the application form, specifically:

- First name and surname
- Date of birth
- Email address and telephone number
- First line of address, city, and postcode
- Name of housing development and housing developer
- Move in date
- Your chosen voucher option(s)
- Your confirmation of our Terms and Conditions

Why do we collect this data?

We use your information strictly for the following purposes:

- **Verification & Eligibility:** To confirm you reside within an eligible housing development, verify your move-in date and developer align with the specific Section 106 funding criteria, ensure you meet any age requirements via your date of birth, and rigorously enforce the "one voucher per property" limit.
- **Distribution & Communication:** To issue your unique digital voucher code(s) to your email address, and to contact you by phone or email if there are any discrepancies or updates regarding your application.
- **Auditing:** To provide strictly financial and demographic auditing reports back to Devon County Council regarding how the funds have been allocated.
- **Evaluation:** To contact you (if you consent) for a brief follow-up survey regarding your travel habits to evaluate the success of this behaviour change scheme.

Who do we share your data with?

Your data will be kept secure and confidential. We will only share your information with:

- **Devon County Council:** For strict financial auditing and project evaluation of the scheme.
- **Your Chosen Retailer/Provider:** Only the absolutely necessary details (such as your voucher code and name) will be cross-referenced with the retailer to authorise the transaction and prevent fraud.

- **Anonymised and aggregated data:** We may choose to share fully anonymised and aggregated data with trusted partners to evaluate and improve this scheme. This information is strictly statistical, meaning no personally identifiable data will ever be shared or linked back to you.
- We will never sell your data or share it with third parties for marketing purposes.

How long do we keep your data?

Your personal data will be securely stored within our project management system. It will be retained only for as long as is strictly necessary to complete the financial auditing and evaluation requirements of the funding agreement, after which it will be securely deleted.

Your Rights

Under the UK GDPR, you have the right to request access to the personal data we hold about you, request corrections to inaccuracies, or request the deletion of your data (though deletion prior to redemption will invalidate an active voucher).

For full details on how Active Devon handles personal information, or to exercise your data rights, please view our full Privacy Policy or contact us at **info@activedevon.org**.