

HUMBER BRIDGE BOARD

TERMS AND CONDITIONS FOR USE OF ELECTRONIC TAGS

1. OUR AGREEMENT

- 1.1 These conditions apply to Your application for and use of the Tag and are the sole agreement between Us. These conditions supersede any terms and conditions which previously governed any agreement between Us.
- 1.2 These conditions will become binding on You and the Board when the Board issues You with written Acceptance, at which point a contract will come into existence between You and the Board.
- 1.3 The Board reserves the right to withhold its Acceptance for any reason.

2. DEFINITIONS AND INTERPRETATION

- 2.1 The following words and expressions shall have the following meanings unless the context otherwise requires within these conditions:

"Acceptance" means acceptance by the Board of Your Completed Account Application Form to open an Account by the receipt of cleared Credit within the Account;

"Account" means your account for a Tag;

"Account Application Form" means the application form to be completed by You online or in hard copy, in order to open an Account;

"Account Details" means Your Account login and password;

"Board" means the Humber Bridge Board, the body established by the Humber Bridge Act 1959 (including its successors and assigns) or, where appropriate, persons authorised by the body;

"Board's Address" means the address The Administration Building, Ferriby Road, Hessle, East Yorkshire, HU13 0JG;

"Board's Privacy Policy" means the Board's policy governing the provisions, use and protection of the information provided by you, a copy of which is below these terms and conditions.

"Charges" means the Tolls at the time of crossing in accordance with the prevailing discount structure. Details of the discounts, which may vary according to Vehicle Class, are available online. All other Charges that may become due are also available online.

"Credit" means the amount of money available on the Account.

"Data Protection Legislation" means (i) until 25 May 2018, the Data Protection Act 1998, the EU Data Protection Directive 95/46/EC, the Regulation of Investigatory Powers Act 2000, the

Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000, the Electronic Communications Data Protection Directive 2002/58/EC, the Privacy and Electronic Communications (EC Directive) Regulations 2003 and all applicable laws and regulations relating to processing of personal data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner and then (ii) from and including 25 May 2018 and until the General Data Protection Regulation ((EU) 2016/679) is no longer directly applicable in the UK, the General Data Protection Regulation ((EU) 2016/679) and any national implementing laws, regulations and secondary legislation, as amended or updated from time to time, in the UK and then (iii) any successor legislation to the General Data Protection Regulation ((EU) 2016/679) or the Data Protection Act 1998;

"Deposit" means the sum of money paid by you in advance for every Tag being issued to you. The Board reserves the right to amend the amount of the Deposit at any time.

"Electronic Statement" means the on-line statement of Your Account, which can be accessed online using Your Account Details;

"GDPR" means the General Data Protection Regulation (EU) 2016/679;

"Humber Bridge" means that section of road crossing the River Humber upon which tolls are charged;"

"Humber Tag" means the Humber Bridge Board's name for the Tag;

"Method of Payment" means a payment selected by You in the Account Application Form that the Board may accept;

"Misuse" means any occasion when the Tag is not used in accordance with these Terms and Conditions; tampering with the Tag, selling or attempting to sell the Tag, loaning or allowing unauthorised use by any third party;

"Tag" means the transponder to be affixed to Your Vehicle to operate the electronic collection system according to these conditions;

"Tag User Guide" means the user manual provided, which includes instructions for installing the Tag and a guide to Your use of the Tag;

"Toll Notice" is a request for payment (or further request for payment) which may include Tolls payable by you or the vehicle owner and a toll administration fee;

"Tolls" means the Tolls leviable by the Board against the vehicle owner under the terms of the Humber Bridge Act 1959 (or its successors and substitutes) which rates are set out on the Board's Website or are available on request and include any and all relevant taxes and duties;

"Us" and "We" means the Board;

"Vehicle" means any vehicle which has been registered on an account by You, and issued with a Tag by Us;

"Vehicle Class" means one of the different classes of vehicles, a list of which is contained in the Tag User Guide and which is also set out online;

"Website" means the Board's website on the World Wide Web at URL <http://www.humberbridge.co.uk> or such other URL as the Board may use from time to time;

"Working Day" means the normal days and hours that the Board's customer services office is open, as shown online; and

"You" and "Your" means the person applying for or issued with the Tag by the Board under these conditions.

2.2 In this Agreement:

- (a) headings and sub-headings are for ease of reference only and shall not be taken into consideration in the interpretation or construction of these conditions;
- (b) all references to any statute or statutory provision (including any subordinate legislation) shall include references to any statute or statutory provision which amends, extends, consolidates or replaces the same or which has been amended, extended, consolidated or replaced by the same;
- (c) words importing the singular include the plural and vice versa;
- (d) words importing a particular gender include all genders;
- (e) any reference to "the Board" (other than in relation to entitlement to receive payments) shall include persons acting on behalf of Board in connection with these conditions;

3. YOUR RIGHT TO CANCEL

The terms of this Clause shall apply to You only where You are dealing as a consumer (as such term is defined in Section 2 of the Consumer Rights Act 2015) and are making an application for an Account.

- 3.1 You may cancel this agreement within fourteen (14) days of receipt of the Acceptance. Where the right of cancellation applies and is exercised by You, You will immediately return the Tag, unused and in its original condition, to the Board within thirty (30) days of Your cancellation whereupon the Board will reimburse You the Deposit and any unused credit paid by You.
- 3.2 You should be aware that once you use the Tag in any way, including, without limitation, on the Humber Bridge unless the Board agree otherwise, You will no longer have the right under this Clause to withdraw Your application.

4. PROVISION AND USE OF TAG

- 4.1 The Board will post the Tag ordered by You to the address given on your Account Application Form within 30 days of Acceptance. Delivery shall be free of charge.
- 4.2 The Tag shall remain the property of the Board at all times and You shall not do anything or permit anything to be done which may constitute Misuse of the Tag.
- 4.3 In the event that the Board is of the opinion that the Tag is or has been subject to Misuse, the Board will be entitled to cancel or otherwise disable the Tag so that no further use may be made of the Tag for the purposes of paying Tolls. The Board shall not be liable to You for any cancellation of the Tag due to any actual or reasonably suspected Misuse of the Tag.
- 4.4 You shall install the Tag in the vehicle as directed by the Board in the Tag User Guide.
- 4.5 A Tag used at the toll booths or in the Open Road Tolling lanes must be registered to that vehicle otherwise it shall constitute a Misuse.

- 4.6 In the case of a technical problem, which prevents the automatic recognition of the Tag, the Board reserves the right to charge the relevant Toll. This may be done by means of a manual deduction from your Account.
- 4.7 The Board reserves the right to require the return of any Tag identified as unused during the previous 365 days. The Board reserves the right to suspend the Account if the Tag continues to remain unused during the 30 days following notification or is not received at the Board's address within 30 days of issue of the notification.
- 4.8 Failure to return the Tag within the set time above will result in the Deposit being retained and the Account closed.
- 4.9 You must have the Tag in the Vehicle at the time of each crossing. Should You arrive at the Toll Booths without the Tag, You must pay the Toll for that crossing and will not be entitled to a refund. If you drive in the Open Road Tolling lanes without a correctly registered tag in your vehicle, the transaction shall constitute a Misuse, and we may issue a Toll Notice to the vehicle owner.
- 4.10 You hereby confirm that you are the vehicle owner or have permission from the vehicle owner for which You are applying for an Account and that You or the owner of the vehicle understand that the provision of the Tag does not remove in anyway any liability which may be incurred under the Humber Bridge Act 1959.

5. NOTIFICATION OF FAULT, LOSS, THEFT OR MISUSE

- 5.1 If the Tag is faulty, lost, stolen or is otherwise in any way liable to Misuse, it is Your responsibility to immediately notify the Board by email, through the Website, or by telephone, details of which are available on the Website. Until the Board receives such confirmed notification You will remain liable for any use of the Tag.
- 5.2 Once the Tag is notified faulty, lost, stolen or liable to Misuse You shall make no further use of the Tag.
- 5.3 The Board reserves the right to retain the Deposit. A new order will need to be made for a replacement Tag and a deposit for the replacement Tag will be payable by You.

6. PAYMENT OF CHARGES

- 6.1 When completing the Account Application Form, You will be required to choose Your Method of Payment together with requested details relevant to the proposed Method of Payment.
- 6.2 Any payment made to your Account will, in the first instance, discharge any Charges due to be paid by You.
- 6.3 The Board shall be entitled to recover Charges due to it pursuant to these conditions, as they are incurred.
- 6.4 The Board shall make available to You online an Electronic Statement showing the amounts received from You, the amount of Charges charged by the Board and such other information as the Board deems appropriate to indicate the entries that have been made on your Account. The Electronic Statement, which is updated every working day can be accessed online using your Account details.

- 6.5 At your written request, or if specified on Your Account Application Form, the Board shall provide you with a hard copy Statement at the address you last notified to the Board on a monthly basis. The cost for this service shall be published on the Website along with other Charges.
- 6.6 You must ensure that You update and maintain your personal details on your online account. You are able to change the method by which we contact you by notifying the Board of any changes via emailing admin@humbertag.com.
- 6.7 The Board reserves the right to refund any Credit held on Your Account that it regards as excessive in relation to use during the previous six months.
- 6.8 If there are insufficient funds to cover the Charge incurred at the time of crossing You will be deemed to have committed a Misuse of the Tag and You will be liable to pay the relevant Toll for that crossing, together with any other Charges that may be due.
- 6.9 The Board must be notified of any disputes of Charges within 45 days of the Charges appearing on your Electronic Statement. All disputes raised within this clause are subject to review and approval by the Board and may require additional documentation or evidence from you. For the purpose of resolving disputes, the Board retains photographic images of all transactions on the Humber Bridge for a limited period.
- 6.10 The decision of the Board upon review of the dispute shall be final.

7. TERMINATION

- 7.1 The Board may terminate the agreement at any time by notice to You via your chosen notification method, in any of the following circumstances:
 - (a) Your proposed Method of Payment is not accepted or it becomes apparent to the Board, that You do not intend to continue making payments by your selected Method of Payment;
 - (b) if You become bankrupt or are otherwise unable to pay Your debts as they fall due or, as appropriate, an encumbrancer lawfully takes possession (and does not relinquish possession within thirty days);
 - (c) if an administrative receiver or receivers are validly appointed in respect of Your assets, or an administration order is made, or an order or an effective resolution is passed for Your winding-up;
 - (d) if You (being an individual) die or, by reason of illness or incapacity, are incapable of managing Your own affairs or become a patient under any mental health legislation;
 - (e) if You are in breach of any of the terms of the agreement and that breach is incapable or remedy or if capable of remedy, You do not remedy that breach within 30 days after the Board have notified You of it;
 - (f) where You commit a misuse of the Tag.
- 7.2 You may terminate the agreement on 30 days' written notice to us.
- 7.3 The Board may terminate the agreement on 30 days' written notice to you.

8. CONSEQUENCES OF TERMINATION

- 8.1 Any termination of the agreement is without prejudice to any other accrued rights or remedies of either party.
- 8.2 You will return the Tag to the Board immediately upon receipt of notice of termination of the agreement.
- 8.3 Within 56 days after the date of termination, We will send You a final statement showing the amount of Charges deducted from Your Account (including any Deposit retained); and any such other information as the Board consider appropriate in relation to Your Account since the last statement was sent to You.
- 8.4 If the final statement indicates that your Account is in credit, the Board shall, at the same time as sending the statement, make a refund to You for a sum equivalent to the amount of money in your Account.
- 8.5 In the case of termination other than in accordance with clause 7.2 You will not be allowed to open a new Account for a period of 12 months after the termination of the agreement.

9. RETURN OF TAG

- 9.1 The Tag is the property of the Board. The Tag must be returned to Us or delivered to Us, at the Board's address, if:
 - (g) The Board notifies you that it intends to replace the Tag;
 - (h) the Tag is notified lost, stolen or liable to be misused and it is then retrieved, or is notified faulty; and
 - (i) The agreement is terminated.
- 9.2 You must ensure that you obtain proof of posting for any Tag that you return.
- 9.3 If the Tag is returned damaged or tampered with or is not returned to the Board within thirty days of:-
 - (a) the Board notifying You; or
 - (b) You notifying the Board; or
 - (c) the date of termination,the Board will retain the Deposit.

10. COMPLIANCE

- 10.1 You shall comply with any instructions contained in the Tag User Guide issued by the Board from time to time and with all applicable regulations and legislation.

11. COMMUNICATION

Where either party is required to notify the other or otherwise wishes to communicate with the other party such notice or communication may be served by email or post, in the case of the Board, to the Board's Address, or, in your case, to the address supplied on the Account Application Form or amended address last notified to the Board. We request that You make every effort, without undue delay, to inform the Board of information changes, errors or omissions. It must be noted that the Board will, from

time to time, communicate with You in order to check the accuracy of the information held on your account.

- 11.1 Such notice or other communication shall be deemed duly served 48 hours after posting, or upon transmission if it was sent by email.

12. AMENDMENTS TO AGREEMENT

- 12.1 The terms and conditions of the agreement and/or Charges may be changed by the Board at any time and any such changes will be notified to you prior to coming into effect. You will be deemed to have accepted any such changes within 14 days of the notification or when you use your Account after the date of notification, whichever is the earlier.

- 12.2 You may terminate the agreement by giving notice in writing within 14 days of the date of the notification of a change to the terms and conditions issued by the Board, if any such change could amount to a material change to the terms and conditions.

13. ASSIGNMENT

- 13.1 The Board may assign, transfer or otherwise dispose of its rights, obligations and interest in or under the agreement to any person at any time.
- 13.2 You may not assign, transfer or otherwise dispose of its rights, obligations and interest in or under the agreement.

14. Data Privacy and Data Protection

- 14.1 The Board and you both acknowledge and agree to be bound by the terms of the Board's Privacy Policy.
- 14.2 By submitting Your completed Account Application Form you give your explicit consent to the Board to use your information for the purpose of completing the application, as explained in the privacy Notice
- 14.3 The Board, in processing applications and providing TAG accounts, and any of the products and services it delivers which means in doing so that the Board is processing personal data, it is acting as a Controller (as defined within Article 4(7) of

the GDPR) and complies with the requirements of current Data Protection Legislation. You can read about how the Board processes personal data, why, how

long it is retained, who else may access the personal data etc. via our Privacy Notice.

- 14.4 Where in the course of the application and / or updating TAG users on your account, you provide information about individuals other than yourself, you warrant that you have obtained that person's consent to the use of such information. Data Protection Legislation in particular Article 14 of the GDPR requires that the data subject (the individual) is entitled to know that their personal data is being processed by the Board along with the purpose and other information. Therefore, as this is a legal obligation on the Board, the Board reserves the right to contact individuals directly in order to fulfil its legal obligations.
- 14.5 Once a Tag Account is created, the lawful basis for processing your personal data will fall under Article 6(1)(b) and Article 6(1)(c) of GDPR.
- 14.6 The personal data which you provide to the Board will be held on secure servers and all reasonable steps will be taken (including appropriate technical and organisational security measures) to protect your personal data in accordance with the Data Protection Legislation.
- 14.7 The Board may disclose your personal data to its agents, contractors and service providers to the extent reasonably required for the purposes described above.
- 14.8 The Board may be required to share information about the way you conduct your account with relevant third parties, such as credit reference agencies, police etc.
- 14.9 You agree that the Board may record images of your vehicle using an Automatic Number Plate Recognition System, and may use them to determine that the Tag is being used in the Class of Vehicle specified in your Account Application Form, and that we may retain and use any such images in accordance with, and for the purpose given in our Privacy Policy, for 365 days.
- 14.10 The Board may communicate with you seeking your opinion on our service.
- 14.11 You have the right, subject to certain exemptions, to obtain a copy of any personal data we hold about you and to correct any inaccuracies in such data. If you wish to avail of any of these rights, please contact us at the Board's Address. The Board is permitted to charge a fee of £10 and has 30 days to process your request.

15. LIABILITY

- 15.1 The aggregate liability of the Board in respect of all defaults, claims, losses or damages howsoever caused, whether arising from breach of the agreement, misrepresentation

(whether tortious or statutory), tort (including negligence), breach of statutory duty or otherwise shall in no event exceed £20,000.

15.2 In no event shall the Board be liable to You for any:

- a) loss of profits;
- b) loss of business;
- c) loss of revenue;
- d) loss of or damage to goodwill;
- e) loss of savings (whether anticipated or otherwise); and/or any indirect, special or consequential loss or damage.
- f) Nothing in these terms and conditions shall be construed to limit or exclude the Board's liability for:
- g) death or personal injury caused by its negligence or that of its Staff;
- h) fraud or fraudulent misrepresentation by it or that of its Staff; or
- i) any other matter which, by law, may not be excluded or limited.

16. INVALIDITY

If any provision of these terms and conditions is prohibited by law or judged by a court to be unlawful, void or unenforceable, the provision shall, to the extent required, be severed from the agreement and rendered ineffective as far as possible without modifying the remaining provisions of these terms and conditions, and shall not in any way affect any other circumstances of or the validity or enforcement of the agreement

17. ENTIRE AGREEMENT

17.1 The Terms and Conditions set out herein constitute all the terms and conditions of the agreement. You acknowledge that You have not relied upon any representation save for any set out in these terms and conditions.

18. THIRD PARTY RIGHTS

18.1 A person who is not a party to this agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

19. FORCE MAJEURE

19.1 If the use of the Tag or the Board is prevented or hindered by any matter beyond the control of the Board including but not limited to acts of God, acts of government, strikes, lockouts, industrial disputes, winds, fire, lightning, aircraft, explosion, flooding, drought, riots, civil commotions, acts of war, insurrection, embargo, inability to communicate with third parties for whatever reason, failure of any computer or settlement system, failure of or delay in the transmission of messages via any mobile phone network, prevention from or hindrance in

obtaining any energy or other supplies, late or malicious mischief or theft or mistaken payment by an agent or any other reason (whether or not similar in kind to any of the above) beyond the control of the Board or any of its agents or sub-contractors, then the performance of this agreement shall be suspended without any liability on the part of the Board until such prevention or hindrance comes to an end.

20. GOVERNING LAW

20.1 This agreement shall be governed by and interpreted in accordance with English Law and the English Courts shall have exclusive jurisdiction to resolve any disputes between Us.

21. WAIVER

21.1 No omission or delay on the part of You or the Board in exercising any right, power or privilege hereunder shall operate as a waiver, nor shall any single or partial exercise of any such right, power or privilege preclude any other or further exercise thereof of any other right, power or privilege.

PRIVACY POLICY

How we use your information

The Humber Bridge Board is a data controller registered with the Information Commissioner's Office (Reference Z6024905). This privacy notice explains how the Humber Bridge Board use any personal data collected about you. It applies to the information we collect about:

- visitors to our web site
- postal and telephone applications for Humber Bridge Tags.
- visitors to our office
- job applicants and our current and former employees

Visitors to our website

When you apply for a Tag or Tags you will be asked to provide personal information to enable us to process your request. This will include details such as your name, address and other contact details. You may also be asked to supply credit and/or debit card details.

When purchasing a Tag online your details are processed on a secure server. This means that your details are protected and will only be accessed by those processing your order. The Humber Bridge Board does not hold any card details. All payments made to Humber Bridge Board are secure using a secure transaction system, using Secure Socket Layer (SSL) technology, a standard supported by most major internet browsers. All of your card details are protected using 128 bit encryption, when transmitted over the internet. Your card

details are stored on a server behind a secure firewall. Only authorised personnel may access this information.

We may also collect information about where you are on the Internet (e.g. the URL you came from, IP address, and domain types like .co.uk and .com), your browser type, the

country where your computer is located, the pages of our websites that were viewed during your visit and any search terms that you entered on these websites. We may collect this information even if you do not register for a HumberTAG account, and will use it to administer our websites, for internal operations (including troubleshooting, data analysis, testing, research, statistical and survey purposes) and as part of our efforts to keep our websites safe and secure.

Applications and top ups for HumberTAG Accounts

Order forms received for account applications are, during processing, electronically scanned to a secure system. All records are disposed of by shredding in-house. Only authorised personnel have access to the records.

Telephone payments are entered directly into the online portal provided by the Secure Socket Layer (SSL) technology, a standard supported by most major internet browsers. All of your card details are protected using 128 bit encryption, when transmitted over the internet. Credit and debit card numbers are not retained by The Humber Bridge Board. Any unprocessed applications are stored in a secure locked unit and only authorised personnel have access to the records.

On receipt of completed application forms for the Tag your details are entered into a password protected data base.

Persons receiving a concession on the Humber Bridge Toll will validate their concession with a pre-printed voucher issued by the Humber Bridge Board. On application, or re-application, for this concession, your exemption certificate, if applicable, or other proof of exemption from toll as a crown or emergency service, and application form are scanned into our password protected electronic filing system. Once the above process is completed, the documents you sent are destroyed by shredding in-house, original exemption certificates sent to us are returned with the concession vouchers, if applicable. We do not retain any paper documents. Periodically we cleanse the toll exemption database if an exemption certificate has expired, we place the record on a suppression list for 12 months. If after 12 months, no further request has been received for re-application, we delete this record from the database and delete copies of the application and exemption forms from the electronic filing system. If the Humber Bridge Board receives, in writing, notification for cancellation or registration with the toll exemption scheme, deletion will be immediate.

Visitors to our offices and Toll Plaza

When requesting a Tag or Tags, or topping up an account in person at the Humber Bridge office, and paying by credit or debit card, we retain a merchant copy of the transaction for 6 months. This applies to toll fee payments made using the PDQ machine at the toll plaza. The merchant receipts from these transactions are stored in secure locked cabinets and

disposed of by in-house shredding. Only authorised personnel have access to the records.

Job applicants

When individuals apply to work at the Humber Bridge Board, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a disclosure from the Disclosure and Barring Service we will not do so without informing the applicant beforehand unless the disclosure is required by law.

Once a person has taken up employment with the Humber Bridge Board, we will create a file relating to their employment. Their personal data will be handled in accordance with the Humber Bridge Boards Data Protection Policies and Records Management Policies, details of which are available to applicants on request.

Personal information about unsuccessful candidates will be held for 6 months after the recruitment exercise has been completed. It will then be securely destroyed or deleted by shredding in-house.

Disclosure of personal information

The Humber Bridge Board will not sell your personal information to third parties or direct marketing companies. However, we may be obliged to share personal information with other relevant bodies that include the DVLA, Police and other government bodies. This will only be done where the law and our policies allow us to do so.

Links to other web sites

Our web site may contain links to other web sites of interest. Once you have used these links to leave our web site however, you should note that we do not have any control over these sites. We cannot therefore, be responsible for the protection and privacy of any information which you provide whilst visiting such sites, which are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the web site in question.

You acknowledge that any information that you post using our social media facilities (e.g. Facebook, Twitter and YouTube) will be viewable by anybody who visits those websites and that such information is also subject to the relevant provider's privacy policy. You are advised to consult each such privacy policy to see how they will use your data.

Updating your details

If any of your details have changed or you believe we hold any inaccurate information about you please let us know by writing to: Customer Services Office, Humber Bridge Board, Ferriby Road, Hessle, HU13 0JG, email: admin@humberbridge.co.uk or by contacting us by telephone 01482 647162.

Consent

By submitting your information, you consent to the use of that information as set out in this Privacy Notice. If we change this Privacy Notice we will post the changes on this page, and

may place notices on other pages of our web site so you may be aware of the information we collect and how we use it at all times. We will contact you directly if there is to be any change in the way we use your personal information.

Access to your personal information

You have the right of access to any information the Humber Bridge Board holds on you and to request the rectification of any information which is inaccurate.

If you would like to request a copy of the personal information held about you, you can apply in writing to the Data Controller, Humber Bridge Board, Ferriby Road, Hessle, East Yorkshire, HU13 0JG. The Board is permitted to charge a fee of £10 and has 30 days to process your request.

The Board reserves the right to refuse to comply with your request for disclosure where permitted by the Data Protection Act 1998 and reasons will be given for the refusal.

The Humber Bridge Board will use your personal information to provide you with information, newsletters and updates about the Humber Bridge tolls and exemptions. If you do not wish to be contacted, please write to the Data Controller.

The Humber Bridge Board has installed CCTV systems at its premises which make use of Automatic Number Plate Recognition technology. The CCTV systems have been installed in order to remotely monitor the Humber Bridge Boards property and infrastructure, to support the safety of its toll booth officers, to create a record of any incidents or complaints related to the toll booths and to track the appropriate usage of HumberTAG accounts and the Humber Bridges open road toll lane. The CCTV systems installed in the toll booths also record audio footage.

Contacting the Humber Bridge

We welcome your views about our website and our Privacy Policy. If you would like to contact us with any queries or comments, please contact our Data Controller on 01482 647162 or write to: -

Data Controller
Humber Bridge Board, Ferriby Road, Hessle, East Yorkshire
HU13 0JG
mail: mail@humberbridge.co.uk