

Parking Services – Data Protection Notice

We may collect, use, store and transfer different kinds of personal data about you to carry out various functions and services. We have grouped these together follows:

- **Identity Data** includes [first name, maiden name, last name, username or similar identifier, marital status, title, date of birth and gender].
- **Contact Data** includes [billing address, delivery address, email address and telephone numbers].
- **Financial Data** includes [bank account and payment card details].
- **Transaction Data** includes [details about payments to and from you and other details of products and services you have purchased from us].
- **Marketing and Communications Data** includes [your preferences in receiving marketing from us and our third parties and your communication preferences for group emails notifying you of system problems].
- **Email Notifications includes** [your notifications regarding system parking problems, for example if your vehicle has been found with an open door or headlamps left on]

Reasons why we collect personal data:

1. To carry out On-Street Parking Enforcement and Notice Processing, on behalf of Surrey County Council, in accordance with the Traffic Management Act 2004.
2. To carry out Off-Street Parking Enforcement and Notice Processing for our car parks in accordance with the Traffic Management Act 2004.
3. For the operation of our car parks systems and electronic payment systems.
4. Management of our on-street and off-street permit and dispensation systems.
5. During the course of our contacts with you and to respond accordingly to enquiries, reports and complaints.

Ways in which we collect personal data: This is through direct interactions, whereby you may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. For example, when you:

- apply for renewal of a permit or services;
- enter a competition, promotion or survey;
- contact us through our telephone lines, or website forms;
- parking session is captured by CCTV as our car parks are protected by CCTV systems for protection and investigation purposes.
- Information is captured by Advanced Number Plate Recognition (“ANPR”) as our multi-storey car parks use automatic number plate recognition to control and manage the car parks, including validating parking events.
- pay for specific services provided to you by the following electronic systems: RingGo, Chipside Limited (including Mi Permit), Newpark Solutions (including Glide), and My parking space. This is in accordance with the Payment Card Industry Data Security Standard, full card details are not stored by these systems.
- Hand Held Devices are able to capture Vehicle Registration Numbers for enforcement purposes during parking enforcement patrols.

PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA

We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate.

Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please [Contact us](#) if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below.

Purpose/Activity	Type of data	Lawful basis for processing including basis of legitimate interest
To register you as a new customer	(a) Identity (b) Contact	Public Task
To carry out Off-Street Parking Enforcement and Notice Processing for our car parks and manage fines and charges. This will include collection of vehicle registration numbers using mobile hand held devices or by hand.	(a) Identity (b) Contact (c) Financial (d) Transaction	Public Task – to comply with a legal obligation under Traffic Management Act 2004.
For the operation of our car parks systems and electronic payment systems.	(a) Identity (b) Contact (c) Financial (d) Transaction	Performance of a contract with you, to study how customers use our products/services and to develop them.
To manage our On-Street and Off-Street permit and dispensation systems	(a) Identity (b) Contact (c) Profile (d) Usage	Necessary for our public task (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy).
To contact you or respond to enquiries, reports and complaints, or problems.	(a) Identity (b) Contact (c) Profile (d) Usage	Performance of a contract with you if there is a fault relating to your parking event. By Consent where we are responding to an enquiry you have raised. Public Task where there is a reported incident or problem.

Sharing Your Data

We may have to pass your personal data to third parties, organisations and software providers as part of our normal business operations. We might also receive data about you from third parties.

Parking Service third party software suppliers will include the following organisations with which information will only be shared in relation to the efficient management of our parking service, resolution of faults, resolution of complaints from customers and the prevention of fraud:

- Newpark Solutions; including Glide
- Chipside Ltd; Mi Permit
- Knowyourparkingspace
- RingGo

Parking Enforcement, agencies and organisations will include the following organisations with which information will only be shared in relation to penalty charge notices issued under the Traffic Management Act 2004.:

- Surrey County Council in respect of On-Street parking enforcement,
- the Police, in respect of prevention, detection and investigation of fraud and security matters in accordance with the National Fraud Initiative.
- Chipside Ltd – parking agency
- Driver and Vehicle Licencing agency
- Equita Enforcement Agents
- Traffic Enforcement Centre, Northampton County Court
- Traffic Penalty Tribunal
- Surrey County Council, for On-Street parking only.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data Transfer

We do not transfer your personal data outside the European Economic Area (**EEA**).

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

Data Breach

We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

What are my rights with regards to data?

You have the right to opt out of sharing at any time to do this contact please [Contact us](#),

In some circumstances we may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

To see more about your rights regarding data please visit the 'Your Legal Rights' section of the main Privacy Notice. <http://www.surreyheath.gov.uk/council/information-governance/how-we-use-your-data#7>