



Northumberland County Council

Privacy Notice - Parking Services

Everyone working for Parking Services has a legal duty to keep and process information about you in accordance with the law. This document explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about some residents, businesses, and visitors to enable us to carry out specific functions for which we are responsible and to provide you with a service. We also collect certain pieces of information about vehicles that park in council managed parking places, or who park in contravention of a Traffic Regulation Order.

We keep records about resident permit holders, NCC Pay and Display permit holders, traders, vehicles and also about the registered keeper of a vehicle which has received a Penalty Charge Notice (PCN). These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- basic details about you, for example, name, address, date of birth,
- unique identifiers (such as your Blue Badge reference or permit reference number),
- contact we have had with you, for example, challenges, appeals & letters or correspondence,
- notes and reports about your relevant circumstances,
- details and records about the service you have received,
- relevant information from other people that we have been in contact with in relation to the service provided or the PCN that has been issued (such as the DVLA),
- details and evidence about your vehicle (make, model and VRM), for instance we may capture and store your VRM when you park in a council managed parking space, regardless of whether you are parked in contravention or issued with a PCN,
- footage recorded on Body Worn Video (BWV) during enforcement activity or an interaction,
- Blue Badge serial number,
- Proof of residency (V5C, driving licence, rent book, council tax bill, tenancy agreement, lease hire agreement, insurance certificate, Company Car letter).

What is the information used for?

Your records are used to help ensure that we provide you with the service that you need such as issuing you with a Resident Parking permit, or one of our range of other parking permits, a trading licence or to follow the legal process if you have been issued with a Penalty Charge Notice (PCN) or Fixed Penalty Notice (FPN).

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support that you need.

If you do not provide us with the information we need then we will not be able to issue the permits you need to allow you to park or issue you the licence you need to trade. However in some cases we may



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also get your personal details from other sources, for instance when a PCN remains unpaid the DVLA provide us with the name and the address of the registered keeper of the vehicle at the time the PCN was issued. We need this information to follow the legal process as outlined in the Traffic Management Act 2004.

How long for?

In order to provide you with a parking permit or a licence to trade we rely on the legal basis of consent, this means that you have given clear consent for us to process your data for a purpose such as issuing a permit or licence.

However, when processing a PCN we rely on the legal basis of public task and legal obligation. Public task means that processing is necessary for us to perform a task in the public interest or to perform an official function that has a basis in law, and legal obligation is processing that is necessary to comply with that law.

We will not retain your data for longer than is necessary to fulfil the purpose for which it was collected, or as required by applicable laws or regulations, or to enforce our legal rights.

We will retain your information for as long as your case is active or as long needed to provide you with our services, or to meet our legal obligation. Processing is kept to a minimum and your data will only be processed in accordance with the law.

When other agencies are involved, for example when collecting unpaid parking debts, we may need to share details about you with the Traffic Enforcement Centre (TEC) and Enforcement Agents to enable us lawfully collect those debts.

Information will only be shared with third parties if they have genuine and lawful need for it.

Occasions when your information needs to be disclosed (shared) include:

- to collect unpaid parking fines
- to respond to an appeal made to the Traffic Penalty Tribunal
- where the health and safety of others is at risk
- when the law requires us to pass on information under special circumstances
- where there has been a violent incident or threat of violence
- crime prevention or the detection of fraud as part of the National Fraud Initiative

Anyone who receives information from us has a legal duty to keep it confidential

We are required by law to report certain information to appropriate authorities – for example:

- where we encounter infectious diseases which may be a public health concern
- where a formal court order has been issued.
- where there has been accident which is reportable the the Health & Safety Executive (HSE)

Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Parking



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Services records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the councils Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it
5. To ask us to restrict the use of your information
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information
7. To object to how your information is used
8. To challenge any decisions made without human intervention (automated decision making)
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below
10. If our processing is based upon your consent, to withdraw your consent

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this privacy notice, please tell us. Please contact Parking Services on 01670 620220 or email parkingservices@northumberland.gov.uk

Alternatively the council's Information Governance Office can be contacted by email:
informationgovernance@northumberland.gov.uk

You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: casework@ico.org.uk