

Parking Privacy Notice

East Cambridgeshire District Council is committed to protecting the privacy of its car park users. This privacy notice is intended to inform you on how we gather, define and use your information. All your personal information will be held and used in accordance with the UK General Data Protection Regulation (UKGDPR) and the Data Protection Act 2018.

We commit to:

- Only keep your data to provide services and do what the law says we must
- Keep your records safe and accurate
- Only keep your data as long as we have to
- Collect, store and use your data in a way that does not break any data protection laws

We regard the lawful and correct treatment of personal data as vital to maintaining the confidence of the many people we deal with. Data protection law says that we are allowed to use personal information only if we have a proper reason to do so. This includes sharing it outside the council. The law says we must have one or more of these reasons – a lawful basis to process:

- When you consent to it, or
- To fulfil a contract we have with you, or
- When it is our legal duty, or
- Fulfilling a vital interest on behalf of the data subject, or
- Fulfilling a public task, or
- When it is in our legitimate interest

Any personal information you give us will only be used in accordance with principles found in the Data Protection Act. For more information about the Data Protection Act visit: www.ico.org.uk

What information will we collect about you?

- Name
- Address
- Telephone numbers
- Email address
- Vehicle registration
- Payment information (penalty charge notices and cashless parking accounts)

Purpose for processing

We require the above information in order to provide a service to you and to enforce Parking Charge Notices in regards to parking contraventions. Only those authorised to process your data can access your data. We work hard to ensure our staff can only see the data they need to perform their tasks. All our staff are trained to understand data protection and what they need to do to keep your data secure.

Your rights relating to your information

- The right to be informed – this is the information given to you in a privacy notice
- The right of access – you can see the personal information we hold about you
- The right to rectification – if you feel your information is incorrect you can ask for it to be corrected

The legal basis for processing your information

We process your information as is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller. In certain circumstances the processing of your information will be necessary for compliance with a legal obligation or for the performance of a contract.

We will process personal data for the following purposes:

- For the purpose for which you provided the information. e.g. processing information given for a parking permit, and to monitor our performance in responding to your request.
- To allow us to be able to communicate and provide services appropriate to your needs.
- Where the processing is necessary to comply with its legal obligations, e.g. the enforcement of Penalty Charge Notices relating to parking contraventions.

How we share your information

We may share your personal information with other organisations in order to provide the parking service to you, or for the detection/prevention of crime:

- Chipside Limited (MiPermit)
- DVLA to obtain registered keeper details
- Magistrate's Court
- The Police to aid in their enquiries

Sometimes we have a legal duty to give information about people. This is often because we must give that information to courts. We may also share your personal information when we feel there is a good reason that is more important than protecting your confidentiality. This does not happen often, but we may share your information:

- For the detection and prevention of crime/fraudulent activity

How long we hold your information

In relation to DVLA obtained details, we retain these for 2 years. If an unpaid Fixed Penalty Notice progresses to the Magistrate's Court, then we retain the details for 6 years.

Your right to access your information

In regards to all of the above you can request access to information that we hold about you. This is called a Data Subject Access Request; you will need to request this information in writing. To help you in this process we have prepared a form that you can download and complete: [Data Subject Request Form](#) you will be required to provide proof of identity. We must respond to you within one calendar month (however if we feel the request is complex we may ask for an extension of this period).

If the information we provide is incorrect you must write to us and tell us what information is incorrect and ask that it be corrected. If we do not agree that the information is incorrect you may ask us to record your disagreement. There is no charge for this service; however a charge may be incurred if the request is deemed to be manifestly unfounded or excessive, particularly if it is repetitive. In certain circumstances, it may be the case that your request is denied and will write to you and inform you if that is the case.

Where can I find more information about my rights?

The Government has set out a number of data protection principles and rights for you that we must follow when using your personal data. These principles and rights are detailed in the Data Protection Act. How we comply with these principles and rights is explained in our [Data Protection Guidance](#)

Complaints

If you wish to complain about the way in which your personal data has been processed then your complaint will be dealt in accordance with our [Complaint's Procedure](#). If you are still unhappy with the decision, you have a right of appeal to the [ICO](#)

Other legal requirements in regards to personal information

The information you give when you complete and return a form electronically or on paper will be held in accordance the Data Protection Act 2018.

East Cambridgeshire District Council is required by law to protect the public funds it administers. In order to do this we may share information provided to us with other bodies responsible for auditing or administering public funds, or where undertaking a public function, in order to prevent and detect fraud.

Payment Security

We always use a secure connection when collecting personal financial information from you and conform to [PCI Standards](#). All forms which request credit card or bank details use the SSL (Secure Sockets Layer) protocol for encryption. Most web browsers (e.g. Microsoft Explorer, Mozilla Firefox, Safari, Google Chrome, etc.) support SSL. The link between your web browser and the server is secure if your web browser displays a small padlock or key symbol somewhere in the frame, or the address bar shows a web address beginning https:// (rather than http://)

Contacting East Cambridgeshire District Council

If you have any questions or comments about this Privacy Notice please contact: The Data Protection Officer, The Grange, Nutholt Lane, Ely, Cambs, CB7 4EE (email: dataprotection@eastcambs.gov.uk)

Changes to this policy

Our Privacy Policy may change from time to time. The amended version will be published on our website and any significant changes will be communicated to supporters either on the website or directly. This will replace any previous privacy policy wording and all conditions and terms of use will be in force from the date of publication.