



## Privacy Notice – Car Parks

### Introduction

East Suffolk Council has provided this privacy notice to help you understand how we collect, use and protect your information whilst we provide you with enforcement of the Council's car park service.

The document below will describe how we may collect and process your personal information.

The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

### Definitions

**Personal Data** means any information related to an identified or identifiable natural (living) person ('**data subject**') i.e. a person that can be directly or indirectly identified by reference to a name, ID reference number, email address, location data, or physical, physiological, genetic, mental, economic, cultural or societal identifier

**Special Personal Data** previously known as 'sensitive personal data', relates to race, ethnic origin, politics, religion, trade union membership, genetic data, biometric data, health, sex life or sexual orientation. Records of criminal personal data must also be treated in a similar way.

**Data Controller** determines the purposes and means of processing personal data.

**Data Processor** is responsible for any operation which is performed on personal data on behalf of the controller e.g. collection, recording, organisation, structuring, storage, adaption or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or making available, alignment or combination, restriction, erasure or destruction.

**Third Party** is someone / somebody who is not the Data Controller, the Data Processor or the Data Subject.

### Who we are

The enforcement of the Council's Car Park Service in accordance with the relevant Parking Orders is managed by our Partner, Norse ("Our Partner"), in accordance with the procedures and policies set out by East Suffolk Council.

The Council is the 'data controller' for the information which is collated and processed. This means we are responsible for deciding how we can use your information. If you want more information regarding the services delivered,

please go to our [website](#).

The Council regards lawful and correct treatment of personal information as critical to their successful operations, maintaining confidence between the Council and those with whom they carry out business. The Council will ensure that they treat personal information correctly in accordance with the law.

The services provided are discretionary insofar as we can choose whether or not to provide off-street parking places. In doing so we are governed by the provisions of the Road Traffic Regulation Act 1984 (as amended) and the Local Authorities' Traffic Order (Procedure) (England and Wales) Regulations 1996.

The Data Protection Officer for ESC is Siobhan Martin, Head of Internal Audit, and can be contacted at [dataprotection@eastsoffolk.gov.uk](mailto:dataprotection@eastsoffolk.gov.uk)

### How the law protects you

GDPR says that we are allowed to use personal information only if we have a proper reason to do so. More information on how the law protects you can be found on the [East Suffolk website](#).

### Our Responsibilities

GDPR provides us with main responsibilities for processing personal data.

All personal information provided by you is held securely and in confidence by us in our computerised and other records. When we process your personal information, we do so in compliance with GDPR.

For further information on our responsibilities, please see the [East Suffolk website](#).

### Your Rights

The GDPR provides you with the following rights:

1. The right to be informed
2. The right of access
3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision making
9. The right to withdraw consent
10. The right to complain

Requests in relation to your rights with regards to the personal data we hold should be made verbally or in writing to the Data Protection Officer.

For further information on your rights, please see the [East Suffolk website](#).

### Your responsibilities

You are responsible for making sure you give us accurate and up to date information, and to let us know if any personal information we hold is incorrect.

### When do we collect information about you?

We collect information about you from different places, including:

- DVLA
- Transfer of Liability Information
- Tracing Service

### What information do we maintain?

The information about you which we will maintain may include:

- Vehicle registration number, make, model and colour of vehicle
- Photographs of the vehicle
- Footage taken by car park enforcement officers using body worn video cameras
- Name and address of registered keeper of the vehicle
- Dates of payments and how payments have been made
- Court dates and outcomes

### How do we use your information?

Your personal data is collected to support the enforcement of ECNs and payment of ECNs in accordance with the Council's current relevant Parking Orders

Your data is stored on a secure system to enable the enforcement of an ECN.

Our Partners will not contact you unless it is in connection with the car park enforcement service they provide on behalf of the Council.

We will not use your personal data for other purposes other than for what it was collated unless we have obtained your consent or for other lawful purposes (e.g. detection and prevention of fraud).

We do not use automated decision making.

### How long do we keep your information?

All of your data will be securely stored for a period of 6 months from the date the ECN was issued for all paid accounts. The reason for the retention of data even when an ECN has been paid, is for appeals/further appeals to be pursued and processed.

All of your data will be securely stored for all unpaid accounts. This allows for Court proceedings to commence which are triable in a Magistrates Court.

Data on cases that proceed to Court shall be held securely until the ECN and costs have been paid in full.

All electronic files shall be deleted and all paper copies will be securely disposed of when data is no longer required.

Body worn video camera footage is retained for one month, or in the case of an incident being investigated, for the period of the investigation.

### Data Sharing

We will share your personal information with:

- Our partner, Norse
- Your vehicle data may be shared with the DVLA to collect registered

**Transferring your information overseas**

keeper details.

- Your data may be shared with Magistrate Court officials/District Judge to allow Court proceedings to be initiated in cases of non-payment of ECNs.

Currently, we do not transfer any personal information outside of the European Economic Area (EEA).

**National Fraud Initiative (NFI)**

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. For further information, see the [East Suffolk website](#).