



Privacy Notice – Parking Services

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 information about parking management and enforcement of on-street and off-street parking regulations.

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

The purpose of this document is to clearly acknowledge the Council's responsibilities in relation to the UK General Data Protection Regulation (UK 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 patrolling of on-street and off-street parking management regulations is undertaken by East Suffolk Services Limited, in accordance with the procedures and policies set out by East Suffolk Council's Parking Services team.

The services provided are discretionary insofar as the Council can choose whether or not to provide on-street and off-street parking management regulations and the enforcement thereof. In doing so it is governed by the provisions of the Road Traffic Regulation Act 1984 (as amended) and the Traffic Management Act 2004.

The Council is the 'data controller' for the information which is collated and processed. This means it is responsible for deciding how it can use your information. If you want more information regarding the services delivered, please go to its [website](#).

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

The Data Protection Officer for the Council is Siobhan Martin, Head of Internal Audit, and can be contacted at dataprotection@eastsuffolk.gov.uk

How the law protects you

UK GDPR says that the Council is allowed to use personal information only if it has proper reason to do so. More information on how the law protects you can be found on the [East Suffolk website](#).

Our Responsibilities

UK GDPR provides the Council with main responsibilities for processing personal data.

All personal information provided by you is held securely and in confidence in computerised records. When the Council processes your personal information, it does so in compliance with UK GDPR.

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

Your Rights

The UK 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 the Council holds 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 provide accurate and up to date information, and to let the Council know if any personal information it holds is incorrect.

When do we collect information about you?

We collect information about you from different places, including:

- DVLA
- Enforcement Agent services (bailiffs)
- Applications made by you for administering schemes set by on-street and off-street parking management Orders.
- Car Parking service providers such as RINGO, PaybyPhone, JustPark and Apcoa via the National Parking Platform.

What information do we maintain?

The information about you may include:

- Vehicle registration number, make, model and colour of vehicle
- Photographs of the vehicle
- Footage taken by Civil Enforcement Officers using body worn video cameras (as personal protective equipment)
- Name and address of registered keeper of the vehicle
- Dates of payments and how payments have been made
- Traffic Penalty Tribunal dates and outcomes.

How do we use your information?

Your personal data is collected to support the administration of Civil Parking Enforcement in accordance with on-street and off-street parking management regulations.

Your data is stored on a secure system to enable the administration of penalty charges in accordance with Civil Parking Enforcement legislation.

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

How long do we keep your information?

All your data will be securely stored for a period of twelve months from the date the Penalty Charge Notice (PCN) was served for all paid accounts. The reason for the retention of data even when a PCN has been paid, is for ongoing Civil Parking Enforcement administration e.g., taking payments and for processing appeals.

All your data will be securely stored for all unpaid accounts. This allows Civil Parking Enforcement administration in accordance with the relevant legislation.

Data on parking contravention cases that proceed to the Traffic Penalty Tribunal and/or to Enforcement Agent services (bailiffs) shall be held securely until the penalty charge has been paid in full.

All electronic files shall be deleted (and any paper copies made) 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

Data and personal information may be shared with:

- East Suffolk Services Limited as the contractor patrolling parking management regulations.
- DVLA to collect registered keeper details.
- Traffic Enforcement Centre (TEC) and Enforcement Agent services (bailiffs) for the registration and collection of road traffic debt following of non-payment of penalty charges.
- Taranto Systems Limited for the administration of Civil Parking Enforcement
- Car Parking service providers such as RINGO, PaybyPhone, JustPark and Apcoa.

Parking Matters Limited software provider of the National Parking Platform, used by East Suffolk Councils car parking service providers.

Transferring your information overseas

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

National Fraud Initiative (NFI)

The Council may share information with other bodies responsible for auditing, or administering public funds, or where undertaking a public function, to prevent and detect fraud. For further information, see the [East Suffolk website](#).