

PRIVACY NOTICE

Plymouth Highways - Parking Services



Being transparent and providing accessible information to individuals about how we use personal information is a key element of the Data Protection Act and the General Data Protection Regulation (Regulation (EU) 2016/679).

The information being processed

The Council is collecting personal information about you this may include:

- details of your vehicle such as vehicle registration number, vehicle ownership checks (DVLA), vehicle make and model, location of vehicle, civil parking offence details
- details about you such as address, telephone number, email address
- contact we have had with you, such as any correspondence, formal parking enforcement notices and fraud investigations
- images of you if the enforcement officer has activated their body worn video camera
- your credit/debit card or cheque details

This information may be used for:

- create customer accounts
- carry out enforcement of parking and bus lane contraventions
- deal with challenges, representation and appeals in respect of Penalty Charge Notices
- process application and issue:
 - blue badges
 - disabled drivers parking spaces
 - parking dispensations and suspensions
 - parking permits
 - parking refunds
- take payments for blue badges, parking sessions, permits and penalty charge notices.
- to repair a faulty parking machine
- investigate reports of abandoned and untaxed vehicles and their removal
- investigate cases of permit and Blue Badge misuse
- administering and protection of public funds

Information Sharing

To ensure that the council provides you with an efficient and effective service we will sometimes need to share your information between teams within the council as well as with our partner organisations that support the delivery of the service you may receive. In this case, the information collected will be shared with (non-exhaustive list):

- **3C payment UK Ltd**
Takes payments for parking services.
- **Access Independent**
Carries out independent mobility and medical assessments if required for blue badges and disabled drivers parking spaces.
- **APS Group**

- The printer and distributor of Blue Badges.
- **Capita**
Supply, print and mail parking permits.
- **CDER Group**
Provides enforcement agent services (bailiffs) for the collection of road traffic debt following the non-payment of penalty charges.
- **Cobalt Telephone Technologies**
Takes payments for parking and create customer accounts
- **Department for Transport (DfT)**
The central government directive responsible for the Blue Badge Scheme.
- **Devon Audit Partnership**
To protect the integrity of the services provided by Parking Services and to investigate any potential misuse.
- **Driving Vehicle License Agency (DVLA)**
To request details of the registered keeper of the vehicle in order to pursue a Penalty Charge Notice and for abandoned and untaxed vehicle investigation.
- **Equita**
- Provide enforcement agent services (bailiffs) for the collection of road traffic debt following the non-payment of penalty charges.
- **Flowbird**
Suppliers of parking payment machines and online reporting software.
- **GOV.UK**
The central government website which allows you to apply online for a Blue Badge.
- **Government Digital Service**
Used for sending email notifications and for processing online payments
- **Imperial Civil Enforcement**
Provide the civil traffic enforcement systems and administration e.g. processing appeals, sending statutory notices, taking payments in respect of PCN's, permits, dispensations and suspensions.
- **IPS Group**
Suppliers of parking payment machines and online reporting software.
- **NEC Software Solutions UK**
NEC Software Solutions UK provide the Blue Badge Case Management System, used for securely storing your Personal Data and processing Blue Badge applications
- **RPB Vehicle Solutions Ltd**
For abandoned and untaxed vehicle investigation and collection.
- **RingGo**
Supply are cashless parking service
- **Systems Engineering & Assessment Ltd**
Provide traffic enforcement solutions to enforce parking and bus lane contraventions.
- **SIX payments services**
Takes payments for parking services.
- **The Cabinet Office (who are a government department)**
For the purposes of a data matching exercise called the National Fraud Initiative. The purpose of the exercise is to detect fraud and error. The Council is legally required to participate in this exercise. Data matching by the Cabinet Office is subject to a **Code of Practice**.
- **Traffic Enforcement Centre**
For the registration of road traffic debt for the non-payment of penalty charges.
- **Traffic Penalty Tribunal**

The Traffic Penalty Tribunal decides motorists' appeals against parking and traffic Penalty Charge Notices issued by local authorities.

- **Valtech**
The company managing the Central Blue Badge register called 'Manage Blue Badges'
- **other Local Authorities**

We will only ever share your information if we are satisfied that our partners or suppliers have sufficient measures in place to protect your information in the same way that we do.

We will never share your information for marketing purposes.

Retention Periods

We will only keep your information for the minimum period necessary. The information outlined in this privacy notice will be kept for the amount of time as detailed within the council's retention schedule. All information will be held securely and destroyed under confidential conditions.

Purpose of Processing Personal information

As a local authority, the council delivers services to you. In order to do this in an effective way we will need to collect and use personal information about you.

The Data Protection Act 2018 and the EU General Data Protection Regulation ensure that we comply with a series of data protection principles. These principles are there to protect you and they make sure that we:

- Process all personal information lawfully, fairly and in a transparent manner.
- Collect personal information for a specified, explicit and legitimate purpose.
- Ensure that the personal information processed is adequate, relevant and limited to the purposes for which it was collected.
- Ensure the personal information is accurate and up to date.
- Keep your personal information for no longer than is necessary for the purpose(s) for which it was collected.
- Keep your personal information securely using appropriate technical or organisational measures.

Your Rights

You have certain rights under the Data Protection Act and the EU General Data Protection Regulations (GDPR), these are:

- The right to be informed via Privacy Notices such as this.
- The right of access to any personal information the council holds about yourself.
- The right of rectification, we must correct inaccurate or incomplete data within one month.
- The right to erasure. You have the right to have your personal data erased and to prevent processing unless we have a legal obligation to process your personal information.
- The right to restrict processing. You have the right to suppress processing. We can retain just enough information about you to ensure that the restriction is respected in future.

- The right to object. You can object to your personal data being used for profiling, direct marketing or research purposes.
- You have rights in relation to automated decision making and profiling, to reduce the risk that a potentially damaging decision is taken without human intervention.

Consent

During your contact with the council you will be informed of how you, or your children's, information will be used and shared with other services or organisations.

We will usually seek your consent prior to processing or sharing your information, If you object you must inform the council, however, if there is a legal reason, as outlined under the Data Protection Act, we may not require your consent, for example:

- To protect a child, a vulnerable adult, or member of the public
- Where the disclosure is necessary for the purposes of the prevention and/or detection of crime.
- Tax or duty assessment
- Required by court or law

Where we need to disclose sensitive or confidential information such as medical details to other partners, we will do so only with your prior explicit consent or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

Details of transfers to third country and safeguards

Your personal and sensitive data will only be stored and processed on servers based within the European Economic Area (EEA).

Data Controller

Plymouth City Council is registered as a data controller with the Information Commissioner's Office (registration number: Z7262171).

Contact details for the council's data controller are:

Data Protection Officer, Plymouth City Council, Ballard House, West Hoe Road, Plymouth PL1 3BJ.

Email: dataprotectionofficer@plymouth.gov.uk

This privacy notice was last reviewed and updated in July 2021.