

Privacy Notice for *Parking Services*

Information held about you

In order to provide parking services, it is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service 'used'. Examples of the parking services in which personal information will be gathered are:-

Parking enforcement, parking appeals, correspondence, blue badge misuse, parking dispensations, car park season tickets, resident permits, card payments for parking.

This information may include:-

- *Basic details of your vehicle such as vehicle registration number, vehicle ownership checks (DVLA), vehicle make and model, location of vehicle, civil parking offence details.*
- *Basic 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 PACE interview forms.*
- *Images of you if the enforcement officer has activated their body worn video camera.*
- *Your credit/debit card details if you have paid for a service by card.*

Who is processing my data and how will we use the information we hold about you?

All personal data held, is processed in accordance with data protection law. The Data Controller for the information outlined in this privacy notice is Herefordshire Council.

<i>Data Processer</i>	<i>How will the your information be used</i>
<i>Herefordshire Council</i>	<ul style="list-style-type: none"> • Carry out parking enforcement activities • Deal with your challenges and queries in respect of Penalty Charge Notices • Process applications and issue parking dispensations • Investigate and prosecute (if applicable) cases of blue badge misuse
<i>Hoople Ltd on behalf of Herefordshire Council</i>	<ul style="list-style-type: none"> • Process challenges in respect of Penalty Charge Notices • Process applications and issue car park season tickets • Process applications and issue resident permits • Take payments for season tickets, resident permits, Penalty Charge Notices
<i>Cobalt Telephone Technologies (RinGo) on behalf of Herefordshire Council</i>	<ul style="list-style-type: none"> • <i>Take payments for parking sessions</i> • <i>Create customer accounts</i>
<i>3C payment UK ltd and SIX payment services on behalf of Herefordshire Council</i>	<ul style="list-style-type: none"> • <i>Take payments for parking sessions</i>

What is the legal basis for us to process your data?

The legal basis for processing the data is:-

- *carrying out of a contract to which you are a party (season tickets, resident permits, parking dispensations)*
- *our legal obligation under the Traffic Management Act 2004*
- *our legal obligations under the Road Traffic Regulation Act 1984*
- *in the public interest or in the exercise of official authority*

Who we will share your information with

We may share your information with partner organisations, including:-

- Hoople Ltd

Hoople Ltd manage the challenges against penalty charge notices (PCN's) and administer payments made in respect of PCN's, season tickets, resident permits and dispensations.

- Jacobs debt recovery

Jacobs recover outstanding debt owed to the council and therefore would recover any money owed in respect of parking enforcement.

- Driver and Vehicle Licensing Agency (DVLA)

In order to identify the registered keeper of a vehicle at a given time, for the purpose of the enforcement of a Penalty Charge Notice (in accordance with The Civil Enforcement of Parking Contraventions (England) General Regulations 2007) or for the consideration of prosecution in any other related matter, we may contact the DVLA and provide them with the details known to us.

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How long do we keep your records

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 parking retention schedule. All information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect.

To request your records, you will need to put your request in writing and provide proof of identification to the Information Governance Team, Herefordshire Council, Plough Lane, Hereford HR4 0LE or via email, informationgovernance@herefordshire.gov.uk

You also have a right to make a complaint about our handling of your personal data to the Information Commissioner's Office <https://ico.org.uk/>

Providing accurate information

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

Further information

If you have any questions or concerns about how your information is used, please contact Parking Services in the first instance. You can also contact the Data Protection Officer, Carol Trachonitis, at Herefordshire Council, Plough Lane, Hereford HR4 0LE, telephone (01432) 260616, email: informationgovernance@herefordshire.gov.uk

More information about data protection and how it applies to you can be found on the Information Commissioner's Office website at <https://ico.org.uk/>

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