

Privacy Notice for Parking Services

Information held about you

In order to provide parking services and to enforce parking regulations, 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. Examples of the parking services in which personal information will be gathered are:-

- Parking enforcement
- Parking appeals
- Blue badge applications
- Permits and other dispensations.

As well as your name, address and other contact details, this information may include the details of your vehicle such as registration number, the registered keeper, and make and model, location of vehicle at the time of a civil parking offence and the civil parking offence details.

We also hold details of contact that we have had with you such as any correspondence and formal parking enforcement notices.

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 (permits and other 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 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 Redcar & Cleveland Borough Council Council.

Keeping your information secure

We take privacy very seriously and have a range of robust policies, processes and technical measures in place to control and safeguard access to, and use of, personal information.

Who will we share information with

We may share your information with partner organisations, including:

Collection Agencies

Collection agencies (also known as bailiffs) 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)

We may contact the DVLA for information in relation to the enforcement of a Penalty Charge Notices. This request is carried out on our behalf our case management system provided Imperial Civil Enforcement Solutions.

County Court

For any penalty charges that remain unpaid, it is necessary for us to register the debt with a county court.

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 and is shared by secure methods in accordance with any contracts and Council procedures.

“To prevent and detect fraud, personal data may be provided to bodies responsible for auditing and administering public funds. For more info see <https://www.redcar-cleveland.gov.uk/site-terms/Pages/privacy.aspx>”.

How long do we keep your records?

We will only keep your information for the minimum period necessary. We retain your personal information for a period of six years after the case has been closed. This allows us to refer back to previous cases when considering objections against any future penalty charges.

Your information rights

The Council's privacy notice can be viewed at www.redcar-cleveland.gov.uk/dataprivacy.

If you would like to receive copies of the personal data the Council holds about you in connection with parking services, please email your request to Information Governance Team at InformationSecurity@redcar-cleveland.gov.uk who will centrally process your request.

If you have specific concerns about the way we handle your personal data, you can contact the Council at InformationSecurity@redcar-cleveland.gov.uk

You are also entitled to make a complaint to the Information Commissioner's Office (ICO), the independent regulator responsible for upholding information rights. You can find more information on the ICO website.