PARKING PRIVACY POLICY

Last updated: 29th June 2018

We are UK Parking Control Ltd a car park management company. This policy can also be obtained by telephone by calling 0333 220 1070.

This policy explains how we will use any personal data (i.e. information about you and your vehicle) we collect from you, or that you provide to us, in order to provide you with parking services under our parking contract with you. This policy should be read together with our parking and payment terms which can be found on our car park signage.

This policy was last updated on 29th June 2018 and explains how we comply with data protection law. We, UK Parking Control Ltd of The Apex, 2 Sheriffs Orchard, Coventry CV1 3PP are the Data Controller.

What data is processed?
When you use a car park managed by us by entering and remaining on site, we may capture your details including vehicle registration mark and your activity in the parking area via Automatic Number Plate Recognition (ANPR) and CCTV cameras and/or parking attendants and/or via payment terminals and associated payment services providers. The data gathered is needed to determine your compliance with the parking and payment terms of your parking contract with us.

However you contact us, in writing, electronic correspondence and via the telephone you are providing personal data. This will be processed in accordance with this policy.

What is the purpose of processing personal data?
In order to provide effective car park management, to improve the parking experience for users, we obtain, use and where necessary share (see below) personal data in a proportionate way and in accordance with data protection law for the following purposes to:

- Ensure you comply with the parking contract, pursuing sums due and asserting legal rights.
- Prevent and detect crime.
- Analyse vehicle numbers and repeat visits.

What is the lawful basis for processing personal data?
Our lawful bases for processing personal data are: that it is:

- Contract – Processing is necessary for the performance of the parking contract to which you entered into when entering and remaining in the car park.
- Legitimate Interests – Processing is required to protect and enable pursuit of legitimate interests in ensuring the car park is effectively managed, obtaining sums due and promoting the safety and security of the car park and helping the prevention and detection of crime.

Who do we share data with?
We only share data in a way that is proportionate to the purposes explained above and safeguard your data through agreements that we must have with all those we share data with. This means that the data is only to be used appropriately and is held securely and confidentially. We do not share information about you or vehicle with anyone other than the organisations listed below:

- Where a Parking Charge Notice (PCN) is issued under the parking and payment terms of the parking contract, the PCN may be placed on the vehicle or sent to the registered keeper of the vehicle by post. In both cases we may request the registered keeper’s details from the Driver and Vehicle Licensing Agency (DVLA). We may provide the DVLA with data captured by our cameras or our parking attendants.
- Where you are not the registered keeper of a vehicle that caused a PCN to be issued, we may share data with vehicle hire and lease companies or individuals that have confirmed that it hired, leased or authorised your use of the vehicle.
- Where necessary in relation to a PCN we may share data about the registered keeper (name, address, registration number, details of the parking contravention including movements within the parking area) with:
  - Agents who act on our behalf such as legal advisors including those who collect sums due such as debt recovery agents;
  - Our Accredited Trade Associations and independent parking appeals services in relation to dealing with PCN queries, complaints and appeals
  - Landowners, managing agents and tenants of land within which we manage car parks
  - Authorised agents such as subcontractors such as mail, email, print, IT, business process and payment service providers, credit reference agencies and collection agents.
Where necessary for the purposes of preventing or detecting crime, we may share or be requested to share data about you or your vehicle with insurance companies, the police or other security organisations.

We may share data about the use of car parks we manage with companies providing marketing and analysis services. We will not share with them any data from which you or any other individual can be identified.

We use the services of data processors acting on our behalf, some may store personal data outside the European Economic Area where we have in place the appropriate safeguards required by data protection law.

Security of your Data
We will keep all your information including DVLA keeper details, your written and electronic correspondence and telephone messages securely and confidentially.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

How long will we keep your personal data?
We will store your personal data for no longer than necessary to support the purposes explained above. We keep the personal data we hold about you for up to a maximum of 6 years from the date of collection unless related correspondence or legal claims are on-going.

Your rights
In relation to the personal data which we may hold about you, you have the following rights to:

- Be informed how we process your data as explained above
- Understand and have access to the information we hold about you
- Ask us to
  - Rectify information about you that is incorrect
  - Delete (erase) information about you
  - Restrict how we process your information
  - Transfer your data in an accessible electronic format
- Object to our processing of your information
- Complain to us via our contact details below
- Complain to the data regulator the Information Commissioner’s office (ICO) via www.ico.org.uk

Under data protection law we must verify your identity before carrying out your request or supplying any information and provide you with an explanation if we do not agree with your request. Once your identity has been confirmed we will respond to your request within one calendar month.

Changes to our privacy policy
Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

Contact details and further information
If you would like more information about how we process your data or if you wish to assert any of your rights set out above please contact our data protection privacy team by:

- Email: DPO@ukparkingcontrol.com

OR

- Write to us at:

Data Protection,
UK Parking Control Limited,
The Apex,
2 Sheriffs Orchard,
Coventry
CV1 3PP

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