

Privacy Notice for Parking Services including enforcement of on and off-street parking

Service description

We provide a parking service and enforce the parking regulations for both on and off-street throughout the Thanet District

We carry out enforcement of on-street parking on behalf of Kent County Council.

Processing activity

In order to provide a parking service, it is necessary for us to collect and hold personal information about you.

We will process personal information relating to:

- Parking enforcement activities such as the issue of penalty charge notices and challenges to the issue of such notices
- Parking appeals
- Applications for and issue of parking dispensations also known as Waivers.
- Applications for and issue of parking permits
- Investigating and if applicable, prosecuting for blue badge misuse and breach of parking regulations
- Investigating Abandoned vehicles.
- Parking consultations

Information requirements

This information may include:

- Your vehicle registration number, vehicle ownership checks (through the DVLA), vehicle make and model, location of vehicle, civil parking offence details
- Your address, telephone number, email address
- Pay and display ticket or paid by phone parking session
- Notice to owner(s)
- Contact we have had with you, such as any correspondence, formal parking enforcement notices and PACE interview forms
- Images of your vehicle and registration plate
- Photographic, video and audio recordings, if the civil enforcement officer has activated their body worn video camera.

Lawful bases

Our lawful bases for processing your personal information are:

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.
- Processing is necessary for the compliance with a legal obligation to which we are subject.

Cashless parking

Our cashless parking service is provided by RingGo. RingGo is a data controller in their own right; their privacy policy can be viewed at <https://www.myringgo.co.uk/privacy>.

Your vehicle registration number and mobile number will be notified to the civil enforcement officers who enforce the area in which you have parked. We are not notified of your name and address.

Back office function

We have outsourced our back office penalty charge notice processing service to Imperial Civil Enforcement Solutions.

ICES carry out all of our notice processing on behalf of Thanet District Council.

Their privacy notice can be found <https://www.imperial.co.uk/privacy-and-cookies/>

Data sharing

We may collect your personal information from the DVLA and share your information with enforcement agencies such as CDER or RUNDLES for enforcing parking contraventions or with our agents during the course of debt collection.

Your information may also be disclosed to third parties to aid with the detection and prevention of non-criminal acts that are nevertheless unlawful. We may also rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Data Sharing Information Agreement for further details on our sharing arrangements.

What are your data protection rights?

Thanet District Council would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request Thanet District Council for copies of your personal data. We may charge you a small fee for this service.

The right to rectification – You have the right to request that Thanet District Council correct any information you believe is inaccurate. You also have the right to request Thanet District Council to complete the information you believe is incomplete.

The right to erasure – You have the right to request that Thanet District Council erases your personal data, under certain conditions.

The right to restrict processing – You have the right to request that Thanet District Council restricts the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to Thanet District Council's processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that Thanet District Council transfers the data that we have collected to another organisation, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: dataprotection@thanet.gov.uk

Changes to this privacy notice

Thanet District Council keeps its privacy notices under regular review and places any updates on their website.

How to contact us

If you have any queries about this privacy notice, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email: dataprotection@thanet.gov.uk

Or write to us at:
Thanet District Council
P.O. Box 9
Cecil Street
Margate
Kent CT9 1XZ

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Thanet District Council has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113