

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

Introduction

This notice is provided to meet the requirements of the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA) to provide transparency in how we process personal data within the Information Governance service. This document will be subject to ongoing review to ensure it continues to align with the requirements of all applicable legislation.

Service description

This is a specific privacy notice on the collection and processing of personal data by Thanet District Council for our parking service and to 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
- Administering the disabled persons parking bay process

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.
- Proof of eligible disability when applying for a disabled persons parking bay

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.

We may process special category personal data only where it is necessary, which includes personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, data concerning health or data concerning a natural person's sex life or sexual orientation. We will only do this with your explicit consent; in compliance with a legal obligation or, to protect your vital interests (or someone else's interests) when you are not capable of giving your consent; or, where you have already published such information; or, where we need to use such sensitive data in connection with a legal claim that we have or may be subject to.

The Council may also collect and process criminal offence data and is done lawfully under the provisions of the Data Protection Act 2018 (DPA) in the context of parking enforcement activities¹.

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). ICES carries 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.

¹ The DPA 2018 [Part 2, para. 5 (1&2) and para. 6(1&2)] supplements the GDPR by providing the legal basis for processing criminal convictions and offences. In the Council's case, as a 'public authority' and when it is in the public interest to do so.

For those applying for or holding a disabled persons parking bay, we may disclose your address as part of local consultation to partners acting on the Council's behalf in the administration process.

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 and Medway Data Sharing Information Agreement](#) for further details on our sharing arrangements.

How we store your information

Your information is securely stored electronically on our secure computer systems. In recent years, TDC has moved to work much more digitally and as a result, the amount of paper files created has significantly reduced. Information held by the Council and its partners will be disposed of securely when it is no longer required.

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 under the Data Protection Act 2018 in conjunction with the General Data Protection Regulation (GDPR). Every user is entitled to the following:

- Your right of access - You have the right to ask us for copies of your personal information.
- Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.
- Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You have the right to request information that is held about you and this is known as the 'right of subject access'. Making a request for your personal information is known as a 'Subject Access Request'. You are entitled to receive a copy of your records free of charge and within a month. For more information on how we process your personal information and how to make a subject access request, please visit <https://www.thanet.gov.uk/privacy-statement>

Please note that in certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person. You also have the right to rectify errors in your records, the right to withdraw consent given to process your data, and the

right to have your data erased when you have withdrawn consent.

If you wish to exercise any of these rights, you should contact the Data Protection Officer using the contact details provided below. You have the right to be told if we have made a mistake whilst processing your data and we will self-report breaches to the Information Commissioner.

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 do I complain?

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

Phone: 0303 123 1113 or 01625 545745

Website: www.ico.org.uk