

## **PRIVACY NOTICE - PARKING OPERATIONS**

### **The name and contact details of the data controller**

London Borough of Camden  
Judd Street  
London  
WC1H 9JE  
020 7974 4444

### **The name and contact details of the Data Protection Officer**

Andrew Maughan, Borough Solicitor  
[dpa@camden.gov.uk](mailto:dpa@camden.gov.uk)

### **The purpose of the processing**

In order for the Council to provide parking services, it is necessary for us to process personal data. The information collected will vary and depend on the nature of the service used, for example we will process personal data relating to enforcements of parking Penalty Charge Notices (PCNs), parking appeals, resident and visitor permits, parking bay suspension, payment information, etc.

### **The legal basis for processing**

Our legal basis for processing under the General Data Protection Regulations is Article 6(1)(c) Legal obligation so we can fulfil our duties under the Road Traffic Regulation Act 1984 and the Traffic Management Act 2004.

### **The Categories of Personal Data**

We collect the following information about you:

- a. Vehicle registration mark ('VRM')
- b. Name
- c. Address
- d. Email address
- e. Payment information

*Some examples of when we collect this information include:*

- *When you provide proof of vehicle ownership in the form of the V5; or*
- *Council Tax demand / tenancy agreement for proof of residency;*

### **The categories of recipients that the council has or will disclose the data to**

Who your information may be shared with:

- Law enforcement agencies in connection with any investigations
- Collection Agency for any debt you own the council
- NSL Services Group (enforcement contractor for the council)

- Parkmobile / Ringo (permit provider)
- Ricoh (print and scan services for the Council)
- Capita (Processing of payments)
- London Council's Trace service (if we remove your vehicle)
- Other departments within the Council
- Other Local Authorities

We also undertake general data matching or data sharing in certain areas for the prevention or detection of crime, you can find out more information on that [here](#)

We will not transfer your personal data outside the EU or EEA.

### **The criteria used to decide the retention period**

Generally, we only store permit data for as long as necessary in conjunction with the service.

However, the council is required by law to retain financial information for 7 years to comply with income and expenditure reporting to Department for Local Government, HMRC and London Mayor annually for audit purposes.

### **Your Data Subject Rights**

You have the right to request a copy of the information we hold about you, the right to ask us to rectify, erase or restrict processing of your data, the right to ask for data portability, the right to object to automated decision making, and if we are relying on consent the right to withdraw consent at any time. There are some exemptions to these rights. Please see our website [here](#) and the ICO website [here](#) for more information. To exercise these rights please use our web form [here](#).

### **The right to lodge a complaint with a supervisory authority**

You can complain to the Information Commissioner's Office if you are unhappy with how the council has handled your personal data. It would be helpful if you contacted us first at [dpa@camden.gov.uk](mailto:dpa@camden.gov.uk) to see if we can resolve the problem. You can contact the ICO at [casework@ico.org.uk](mailto:casework@ico.org.uk) telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

### **Information about whether giving Personal Data is part of a statutory or contractual requirement or obligation.**

Personal data is collected by Parking Operations for the purpose of delivering its legal functions. It is also used for the purpose of forming a contract between parties for any services provided.

If you do not provide personal data we will be unable to provide you with a parking service i.e. parking permits, parking suspensions, etc.

### **Automated decision making and profiling.**

We are not using automated decision making or profiling to process your Personal Data.

**What information is mandatory for you to provide and the consequences of not providing the information**

As stated above we require personal information in respect to your name and address, vehicle registration number and payment details. You will need an email address to create a Camden Account. Without this information we will be unable to provide you with a parking permit or similar services.

**Review of this statement**

Camden will keep this privacy statement under regular review. If this statement changes in any way, we will place an updated version on this page and take steps to communicate any changes to you, where appropriate.

June 2019