

## Parking Services Privacy Notice

### Purpose for processing your information

The London Borough of Newham as Data Controller is responsible for collecting and processing information required for statutory reasons under the Traffic Management Act 2004 (parking contraventions), the London Local Authorities Act and Transport for London Act 2003 (moving traffic contraventions) and London Local Authorities Act 1996 (bus lanes).

Newham Council is also Data Controller for collecting and processing information for the administration of parking permits and requests for parking suspensions and dispensations

Processing in this context means the organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other necessary agencies.

This Privacy Notice explains when and why we collect personal information about people who engage, or come into contact with us, whether via applying for, or receiving our services, living or visiting the borough or our website.

This includes the provision of administrative and statutory services for:

- the enforcement of parking, moving traffic & bus lane regulations and restrictions
- the administration of parking permits
- the administration of paid for parking services
- the administration of parking suspensions or dispensations

### What types of information do we collect?

We may collect the following information:

- Name
- Address
- email address
- telephone numbers
- vehicle registration number
- proof of vehicle ownership
- proof of residency
- proof of business name & address
- CCTV footage and photographic images of your vehicle
- any other relevant information provided in conjunction with appealing a Penalty Charge Notice (PCN) for example: vehicle breakdown/repair reports, police reports, evidence of deliveries/collections
- any other relevant information provided when applying for a parking permit
- any other relevant information provided when applying for a parking suspension or dispensation

**When a vehicle is observed in contravention of parking or moving traffic restrictions:**

- We may contact the DVLA to obtain the Registered Keeper details to issue a PCN/Notice to Owner
- if the vehicle is hired/leased then we may request a copy of the hire/lease agreement and the hirer's driving licence details from the registered keeper of the vehicle to enable the transfer of liability
- if the registered keeper has sold the vehicle, then we may obtain details of the new keeper from the registered keeper at the time of contravention

**When applying for a parking permit:**

- we may request you supply documentation to enable us to verify your identity, residency at a specific address, confirmation of a business address and ownership of a vehicle

**When applying for a parking suspension or dispensation:**

- we may request you supply information regarding the purpose of the suspension or dispensation and details of any applicable highways permits/licences

We will ensure that any personal data in our care will remain safe and that where your information is disclosed to a third party; we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

We will not use your personal data for third party marketing purposes without your prior express consent.

**How we collect your information**

We collect information in a number of ways including:

- by letter, application form, email, face-to-face, telephone, online systems/forms
- information as provided by external bodies such as the DVLA
- from third parties such as hire and leasing vehicle companies and businesses
- information from enforcement agencies

**Who your information may be shared with (internally and externally)**

To meet our statutory obligations, we may need to share the information you provide us with other professionals such as:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity
- London Tribunals
- London Councils
- The Traffic Enforcement Centre
- TES
- Chipside
- OneSource Enforcement Services
- CEDR Group
- Rundles
- Pay by Phone
- Serco

- Civica
- Equita
- DVLA
- Newlyn
- Videalert
- other Internal Council Services
- other Local Authorities

We will only share your information with internal departments and other service providers, contractors and/or partner bodies when necessary:

- to comply with a legal obligation
- where permitted under the Data Protection Act
- where the disclosure is necessary for the purposes of the prevention and/or detection of crime
- where it is necessary to allow a third party working for or on behalf of the Council

We will strive to ensure that any personal data in our care will be kept safe and that where your information is disclosed to a third party, we will seek to ensure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

We will not use your personal data for third party marketing purposes without your prior express consent.

### **How long do we keep your information?**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

We may also anonymise some personal data you provide to us to ensure that you cannot be identified and use this data to allow the council to effectively target and plan the provision of services.

In general information related to:

- the issuance of PCNs and Enforcement Notices may be kept for up to six years in order to pursue debt under the Traffic Management Act 2004 and related parking and moving traffic contravention legislation
- registered keeper details will be redacted 24 months after a PCN is closed
- photographs and camera footage will be deleted 24 months after a PCN is closed
- If a call is recorded by Newham Council it may be kept for a maximum of four months
- parking permit, suspensions & dispensation information may be held for as long as is required to provide an effective service to the customer

### **How you can access, update or correct your information**

The data protection legislation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your

personal records. If you wish to see a copy of your records, you should contact the council's data protection officer. You are entitled to receive a copy of our records free of charge, within one month.

The Council's designated Data Protection Officer can be contacted at:

Information Governance  
Newham Dockside  
1000 Dockside Road  
London  
E16 2QU  
or via email: [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk)

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.

If you believe that we hold any incomplete or inaccurate data about you, you have the right to ask us to correct and/or complete the information and we will strive to update or correct it as quickly as possible; unless there is a valid reason for not doing so, at which point you will be notified. Concerns regarding the accuracy of data held by the Council should be directed to: [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk)

### **Complaints**

If you need to make a complaint specifically about the way we have processed your data you should in the first instance use our corporate complaints policy. If your complaint is relating to the processing of your personal data you should contact our data protection team at: [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk)

If we fail to respond properly, you can direct your concerns to the Information Commissioner's Office.

### **Information Commissioner's Office**

The Information Commissioner is the UK's independent body set up to uphold information rights.

If you would like to know more about your rights under the Data Protection law, and what you should expect from us, visit the Information Commissioner's website.

If you have concerns regarding our privacy practices or about exercising your Data Protection rights, you should contact the Information Commissioner's Office:

### **Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113 or 01625 545 745  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

**Further information**

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this notice, please tell us at: [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk)