

Parking Services Privacy Notice

Who we are

London Borough of Newham (LBN) is registered with the Information Commissioner's Office (ICO) as a 'Data Controller' This privacy notice applies to you ('the service user') and LBN Parking Services ('the Council'). The Council takes the privacy of your information very seriously.

This privacy notice relates to our functions relating to parking services. It provides additional information that specifically relates to this particular service, and should be read together with our [general privacy notice](#), which provides more detail.

Why we collect your data

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

LBN 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).

LBN 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 includes but is not limited to the collection, organisation, retrieval, consultation, use and deletion or destruction of information and its disclosure to other agencies.

Processing 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

We may also use your information to contact you to improve our customer services this may be in the form of sending out surveys and consultations.

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What types of information do we collect?

The information we may collect includes, but is not limited to the following;

- personal name and addresses
- business name and addresses
- email addresses
- telephone numbers
- vehicle registration number
- proof of vehicle ownership
- proof of residency
- CCTV footage and photographic images of your vehicle
- any other relevant information provided in conjunction with issuing, processing and appealing a Penalty Charge Notice (PCN) for example: location data/co-ordinates, 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

Lawful basis for processing your personal data

In accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, we need a "lawful basis" for collecting and information about you.

The lawful basis on which we rely is:

Article 6 (1)(c) Legal obligation: the processing is necessary for the council to comply with the law (not including contractual obligations)

Article 6(1)(e) the processing is necessary for the council to perform a task in the public interest or for the council's official functions, and the task or function has a clear basis in law.

The basis in law is 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).

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

We use the registered keeper details provided by the DVLA, or other sources to:

- serve Statutory Notices to the vehicle keeper by post
- to correspond with appellants about disputed PCNs
- create and send appeals packs to the Enforcement Traffic Appeals (ETA) and appellant where an appeal has been logged
- register any outstanding debts via our contracted enforcement agents
- check address details of a debtor with our contracted enforcement agents to make sure that we enforce against the right people

For information about the statutory appeal process please visit the [London Tribunals Website](#)

When applying for a parking permit, parking suspension or dispensation:

We may ask you to supply documentation to help us to verify your identity, residency at a specific address, confirmation of a business address and/or ownership of a vehicle. We may also ask you to supply information regarding the purpose of any suspension or dispensation and details of any applicable highways permits/licences.

We may use:

- your name and address and date of birth to assess your entitlement to the product(s) you have applied for
- your date of birth to make sure that you automatically receive any age-related discounts that apply to the products you are purchasing
- your Blue Badge number and expiry date to make sure that you are able to apply for any products that are only available to Blue Badge holders and to automatically apply any Blue Badge related discounts that apply to the products you are purchasing

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- your vehicle registration to confirm your vehicle's validity to park, calculate any permit charges based on your vehicle's emissions, and to confirm your entitlement for the products you have applied for
- your email address and home address to contact you about any products or services you have ordered, or any service charge that may impact you, and to remind you when your permit is due to expire. We may also use your address to carry out disabled bay audits and confirm your residency for consultation purposes
- your data to understand parking patterns and demand in Newham, which inform the development of policies that will support the council's strategic aims as laid out in the parking enforcement plan and other strategic plans

How we collect your information

We collect information in several ways including:

- by letter, application form, email, face-to-face, telephone, online systems/forms
- information 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 to us with other professionals such as:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity- Police, Border Force, Immigration services
- London Tribunals
- London Councils
- The Traffic Enforcement Centre
- TES (Traffic Environment Systems or TES Limited)
- Chipside Ltd
- OneSource Enforcement Services
- CDER Group
- Rundles
- Pay by Phone
- Civica
- Equita Limited (Enforcement Agents)
- DVLA (Drivers & Vehicle Licensing Agency)

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- Newlyn PLC
- Traffic Enforcement Centre, Northampton County Court
- TRACE (Towed Vehicle Tracing Services)
- 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 UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018
- where the disclosure is necessary for the purposes of the prevention and/or detection of crime
- to allow a third party working for or on behalf of the Council to carry out its legitimate duties including the Council's Enforcement Agencies and those providing parking related services such as electric vehicle charging so that you can access discounted rates
- to print PCN's

We will make sure 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 make sure that the third party has sufficient systems and procedures in place to prevent the loss or damage of personal data.

We will not use or share your personal data for third party marketing purposes without your explicit consent.

If you do give your consent for processing for any purpose, you can withdraw this at any time. Just let us know at informationrightsteam@newhamgov.uk

How long we will 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, in line with our Retention Schedule.

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

We will keep your data safe and secure in line with our Retention Schedule as stated below. After this time, it will be securely destroyed.

- The record of PCNs and Enforcement Notices issued may be kept for up to six years to pursue debt under the Traffic Management Act 2004 and related parking and moving traffic/bus lane 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 LBN in relation to parking services, it will be kept for a maximum of four months
- Parking permits, suspensions & dispensation information will be held for as long as is required to provide an effective service to our service users and customers

Know your rights

We process your data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Find out about your rights at [Your rights – Processing personal data privacy notice – Newham Council](#) or at <https://ico.org.uk/your-data-matters/>

Complaints

If you have any queries or concerns relating to data protection matters, please email: dpo@newham.gov.uk

If we fail to respond properly, or you are unhappy with our response you can direct your concerns to the Information Commissioner's Office (ICO).

The ICO is the UK's independent body, set up to uphold information rights, and can be contacted at: [Contact us | ICO](#) or by email to 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: informationrightsteam@newham.gov.uk