

Privacy Policy – Parking Services

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

What information do we collect about you?

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- Vehicle Registration Number
- Name, Address and contact details (email, telephone)
- Proofs of residency (Utility Bill etc.)
- Proof of vehicle ownership

How will we use the information about you?

The information that the Council will collect varies depending on how you use the Council's Services. We are using the information provided in this case because we have a legal obligation to do so. {Article 6(1)(c)}. This means we collect your personal information from you so that we can carry out a function as required by law. The legislation we rely upon to carry out this function is; section 19 of The Local Government Act 2000 and The Local Government (Arrangements for the Discharge of Functions) (England) Regulations 2012 with Hertfordshire County Council, and in exercise of powers conferred on that County under sections 1, 2, 4, 45, 46, 47, 49, 51 and 53 and Part IV of Schedule 9 of the Road Traffic Regulation Act 1984, Road Traffic Act 1991, the provisions of Part 6 and Schedule 9 of the Traffic Management Act 2004, Traffic Management Act 2004 – s78; Civil Enforcement of Parking Contraventions (England) General Regulations 2007; Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007 and all other enabling powers. We also process some information under {Article(6)(1)(a)} where we have asked your consent to do so.

In this case we are collecting personal information so that we can;

- Enforce Parking Terms and Conditions (Car Parks)
- Process permit, parking session, season ticket, visitor voucher, suspension and dispensation applications
- Enforce on-street waiting restrictions
- Consult concerning proposed waiting restriction schemes
- Introduce waiting restriction schemes
- Manage Staff Permit Parking

If you're providing us with special category personal information (such as details about your health) we will be processing this under Article. 9(2).

- The Parking Service does request medical evidence (in certain circumstances) – in support of an application or appealing a Penalty Charge Notice

Sharing / Recipients

We may share the information with other departments for the purposes of carrying out the function (listed above)

We may share your information with; the DVLA, Indigo Park Services UK Ltd, Imperial Civil Enforcement Solutions Limited, The Traffic Enforcement Centre (Northampton County Court), Enforcement Agencies, Cobalt Telephone Technologies Ltd, IPS Group, Inc., Traffic Penalty Tribunal and the Police.

- Council employee registration numbers are shared with;
 - Payroll
 - Indigo Park Services

We may also be required to share your personal information with the anti-social behaviour team and the Corporate anti-fraud team, for the purposes of preventing anti-social behaviour and preventing and detecting fraud.

We will ensure that all personal information is kept securely on servers hosted by Cobalt Telephone Technologies Ltd and Imperial Civil Enforcement Solutions Limited, both hosted in the U.K, Indigo Park Services UK Ltd hosted in France and IPS Group, Inc. hosted on a PCI compliant servers in USA.

How long will we keep this information?

We will destroy this personal information in accordance with our [Retention Policy](#). To determine how long we should keep information, we consider what the legislation states and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact foi@dacorum.gov.uk

Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact foi@dacorum.gov.uk in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. We will consider your request and respond within one month. Please contact foi@dacorum.gov.uk

You can find out more about your rights on our website; <http://www.dacorum.gov.uk/home/open-data/personal-information>

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

Our Data Protection Policy

We have a General Data Protection Regulation (GDPR) Policy in place and this can be found [here](#):

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Team Leader (Legal Governance). You can contact them by emailing foi@dacorum.gov.uk or calling 01442 228538.

How to contact us

Please contact us if you have any questions about our GDPR Policy, or concerns about how we handle your information: by emailing foi@dacorum.gov.uk or write to us at: Legal Governance Department, Dacorum Borough Council, The Forum, Marlowes, Hemel Hempstead HP1 1DN.

Complaints

You have a right to complain to the Information Commissioner if you are unhappy with how we process your personal information. You can do so through their website: <https://ico.org.uk/concerns/> or by emailing: casework@ico.org.uk or calling their helpline on 0303 123 1113.

