



# **Parking Services Privacy Notice**

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**This Privacy Notice was last updated in July 2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Parking Services Privacy Notices \(wigan.gov.uk\)](https://www.wigan.gov.uk).**

**It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.**

## **1. INTRODUCTION**

Our core data protection obligations and commitments are set out in the Council's Primary Privacy Notice.

This notice provides additional privacy information for **Parking Services**.

## **2. WHAT PERSONAL INFORMATION DO WE COLLECT**

In order to fulfil our obligations as parking services, we may collect, store and use the following personal information:

- Name
- Address
- Email of registered vehicle owner/keepers from you or from the DVLA or hire/lease companies
- Details provided when making an appeal against the serving of a parking penalty charge notice or applying for all types of parking permits
- Basic details of the vehicle involved i.e., vehicle registration number, manufacture, model and colour
- Evidence collected by the enforcement officer to support the serving of a parking penalty charge notice
- Evidence, including images, presented by a person making an appeal against the serving of a parking penalty charge notice or in respect of a permit application
- Payment/transaction details
- Copies of all correspondence – paper, telephone or e-mail - sent to or from permit holders or applicants and the registered vehicle owner/keepers or person making an appeal, relating to an appeal against the serving of a penalty charge notice
- Details of warrants granted by County Court for the collection of outstanding charges
- Body Worn Camera footage (but only where appropriate in order to assist in protecting Civil Enforcement Officers when carrying out their duties).
- Copies of vehicle insurance document or vehicle registration document

**Please note that this is not an exhaustive list.**

We may also collect, store and use special categories of more sensitive personal information. This may include but is not limited to:



- Medical history or disabled badge image/details where this is being used or presented as evidence to support an appeal or challenge a penalty charge notice.

### **3. HOW WE USE PERSONAL INFORMATION**

- Personal information is used in the pursuance of debt relating to penalty charge notices.
- Personal information will be used as part of the review process of appeals to penalty charge notices.
- Personal information will be shared with Enforcement Agents in the event that debt remains unpaid.
- Personal information may be used to combat and identify fraud, which is part of our duty as a Council to protect public money.

### **4. LEGAL BASIS FOR PROCESSING**

Under GDPR we rely on public task and legal obligation to process personal data to pursue payment of charges imposed by a penalty charge notice and to consider any compliant or enquiry or appeal submitted against the serving of that penalty charge notice and to convey the outcome of any appeal to the registered vehicle owner/keepers or person making an appeal, as quickly as possible.

### **5. WHO DO WE SHARE PERSONAL INFORMATION WITH**

The data you provide may be disclosed to the Traffic Penalty Tribunal and enforcement agencies for enforcing parking contraventions or to agents of the Council during the course of debt collection. It may also be disclosed to other departments within the Council or external parties for related enforcement purposes or as required by law or in order to exercise legal rights.

As part of digital transformation, penalty charge notices and appeals are now handled through an on-line case management system. This is a secure system and only the notice and appeals team have access to it.

With regards to third party access, Conduent (the software provider) will not just 'log in' to this system. Their access/account would need to be enabled by the Council's IT before access is granted and this will be at our request or theirs for any planned maintenance.

#### **National Fraud Initiative**

This requires us to provide particular sets of data to the Minister for the Cabinet Office for matching. The use of data for this data matching exercise is carried out with statutory authority under part 6 of the Local Audit and Accountability Act 2014. It does not require the consent of the individuals concerned under Data Protection legislation. Data matching by the Cabinet Office is subject to a Code of Practice. You

can view further information on the Cabinet Office's legal powers and the reasons why it matches particular information at National Fraud Initiative.



## **6. HOW LONG DO WE KEEP PERSONAL 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 future legal, accounting, or reporting requirements.

We must continue to retain necessary information in accordance with our corporate records policy and retention schedules in order to fulfil legal, statutory and regulatory requirements.

## **7. AUTOMATED DECISIONS**

All the decisions we make about you will involve human intervention.

## **8. COOKIES**

To find out how we use cookies, please see [Cookies \(wigan.gov.uk\)](https://www.wigan.gov.uk/cookies).

## **9. YOUR RIGHTS**

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found in [Wigan Borough Council Primary Privacy Notice](#).