

Privacy Notice for Parking Services



Nottingham City Council Information Compliance

**Service Area: Parking Fleet
and Transport Operations
Directorate: Resident Services
PN - 072**

January 2023

The Parking Services Team are part of Nottingham City Council, who are the data controllers for the personal data (or personal information) that we process about you. When we process personal information relating to you, we will only do so when it is necessary and where we have a lawful reason to do so.

We will use the information provided by you for a number of reasons, depending on the service or reasons for interacting with you. This includes:

- Administering car parking sites and services across the city including multi-story carparks, pay and display, on street and surface parking
- Administering, making, facilitating payments in relation to, monitoring activity on and providing customer service issues for any contracts that you may have with the Council for parking spaces or the provision of parking;
- Providing parking services and processing payments through the RHParking and RingGo apps;
- Securing Council run car parks.

When we process your personal information, we will comply with data protection legislation and enable you to exercise your rights contained within the legislation.

What personal information will the Council process?

The information that we collect about you to fulfil the purposes, objectives, or to deliver the services outlined above may relate to your:

- Name
- Address;
- Contact details including telephone and email address;
- Vehicle details (make, model and vehicle registration);
- Payment details – This can include credit/debit card details, or direct debit/ bank details;
- Driving licence number, only where relevant to the service provided;
- Details of driving related criminal offences, where relevant to the services provided; and
- The Council uses CCTV on our sites which will capture images of you and your vehicle, where relevant

The CCTV Privacy Notice is available here:

<https://www.nottinghamcity.gov.uk/media/3371903/pn-184-cctv-and-surveillance-cameras.pdf>

The information provided by you may include the following ‘special categories of personal data’:

- Physical or mental health, where relevant to the services provided.

Lawful basis for processing

The basis under which we use your personal information for these purposes is that this is:

- Necessary for the performance of a task carried out in the public interest by the Council or in the exercise of official authority vested in the Council **or**
- Necessary for the performance of a contract to which the Council is subject to;

The condition under which we process 'special categories of personal data' is that such use is necessary for reasons of substantial public interest and in accordance with the provisions of the UK General Data Protection Regulation and the Data Protection Act 2018.

The information provided by you may also include personal data relating to criminal offences. This will be the case where relevant to the services provided. The condition under which this information is processed is for statutory reasons of substantial public interest.

Will my information be shared with other organisations or used for other purposes?

The Council will only share your personal information with other departments within the Council, and with other organisations when it is necessary to provide the services to you, and when we have a lawful reason to do so. The Council may also share your information when we are obliged to by law.

In relation to this service, the Council may share your personal information with:

- **For multi-storey car parks** - JustPayMobile (JPM) who provide an app called RHParking to provide parking services and process payments. Their privacy notice can be accessed [here](#).
- **For on-street parking and surface car parks** - Park Mobile (trading as RingGo) who provide an app to provide parking services and process payments. Their privacy notice can be accessed [here](#).

The information provided by you may also be used for the purpose of any other function carried out by the Council. This may include sharing your information across the Council, or with external organisations. Information about these functions and the legal basis on which information is used for them can be found at <http://www.nottinghamcity.gov.uk/privacy-statement/>

The information will only be used for another purpose where it is lawful to do so.

Do I have to provide the information?

You **are not** obliged by statute to provide any of the information. However if we were unable to process your personal data, we would not be able to provide some of the parking services.

How long will the Council retain the data for?

The information that you have provided will be kept for:

- 1 year after the provision or access to the services has ceased, if there are no arrears; or
- 7 years if there are arrears.

The Council publish an Information Asset Register (IAR), this will outline the retention periods for the personal data we process. You can find this IAR on our website <https://geoserver.nottinghamcity.gov.uk/information-asset-register/>

Information Rights

The UK General Data Protection Regulation provides for the following rights as prescribed by the legislation:

- A right to request a copy of your information
- A right to request rectification of inaccurate personal data
- A right to request erasure of your data known as 'the right to be forgotten'
- A right to in certain circumstances to request restriction of processing
- A right in certain circumstances to request portability of your data to another provider
- A right to object to processing of data in certain circumstances
- A right regarding automated decision making including profiling

However, Nottingham City Council can restrict the above rights in certain circumstances for example to avoid obstructing an investigation, avoid prejudicing the

prevention, detection, investigation or prosecution of criminal penalties or to protect the rights and freedoms of others.

Data Protection Officer

You can contact the data protection officer at:

Loxley House

Station Street

Nottingham

NG2 3NG

or at data.protectionofficer@nottinghamcity.gov.uk .

Information Commissioner's Office

The Information Commissioner's Office (ICO) website provides guidance on data protection and privacy matters, you can visit the website at www.ico.org.uk. You also have the right to complain to the ICO if you consider that the Council have processed your personal data incorrectly or that we have breached our obligations to you. You can contact the ICO at:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK95AF

www.ico.org.uk

Further Information

For more information about these rights please refer to our detailed privacy statement at <https://www.nottinghamcity.gov.uk/privacy-statement> .