

# Off-street Car Parks - Privacy Notice

Epping Forest District Council provides off-street car parks and enforce the parking regulations for Council owned off-street car parks throughout the District of Epping Forest.

The Council is committed to meeting its data protection obligations and handling your information securely. You should make sure you read and understand this notice before submitting your information to us or to any of our contractors including their sub-contractors via the online form.

## Identity and contact details of the data controller

Epping Forest District Council is a data controller pursuant to the General Data Protection Regulation (GDPR). This means that the Council decides how your personal data is processed and for what purposes. The contact details for the Council's Data Protection Officer are:

Data Protection Officer,  
Epping Forest District Council,  
Civic Offices,  
High Street,  
Epping,  
Essex, CM16 4BZ.  
(01992) 564180  
[dataprotection@eppingforestdc.gov.uk](mailto:dataprotection@eppingforestdc.gov.uk)

## What information about you do we collect?

In order to provide an off-street parking service, it is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service. In general terms, we process personal information relating to:

- appeals against issue of Penalty Charge Notices (PCNs);
- applications for and issue of parking dispensations (trade services);
- applications for and issue of resident parking permits;
- applications for and issue of business parking permits;
- applications for and issue of temporary permits;
- applications for and issue of bay suspension permits;
- Penalty Charge Notices (PCNs);
- appeals;
- representments - chargeback claims;
- general correspondence between you and us on matters related to the parking service
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## Information requirements

Our processing activities may include:

- your vehicle registration number, vehicle ownership checks (through the DVLA), vehicle make and model, location of vehicle, civil parking offence details;
- your address, telephone number, email address;
- documentation you may have provided by way of evidence eg medical correspondence, confirmation of vehicle breakdown, etc
- evidence relating to a third party if this is required as evidence in a challenge/formal representation
- pay and display ticket or paid by phone parking session;
- Notice to Owner(s)
- Blue Badge evidence to support a challenge to a Penalty Charge Notice;
- formal parking enforcement;
- Images of your vehicle in support of the serving of Penalty Charge Notices
- images of you [and audio recording] if the civil enforcement officer has activated their body worn video camera

## **Lawful bases**

Our lawful bases for processing your personal information are:

- our legal obligation(s) under the Road Traffic Regulation Act 1984
- our legal obligation(s) under the Traffic Management Act 2004
- in the public interest or in the exercise of official authority vested in us as the Data Controller (under the Civil Enforcement of Parking Contraventions (England) General Regulations 2007 and Civil Enforcement of Parking (Representations and Appeals) (England) Regulations 2007

## **Reasons for processing**

Some of the information that is collected and shared is classified as:

- special category personal data eg: health related personal information;
- criminal convictions and offences (including alleged offences)

This is processed for reasons of substantial public interest under the laws that apply to us (see above) where this helps to meet our broader social obligations such as where it is necessary for us to fulfil our legal obligations and regulatory requirements. We have a Data Protection Policy that sets out how this information will be handled.

## **Data processor(s)**

Our cashless mobile app parking service is provided by MiPermit. When you register with them, you will be asked for your credit or debit card details and your vehicle registration number. Your vehicle registration number will be notified to the Civil Enforcement Officer(s) who enforce the area in which you have parked.

## **Data sharing**

We may share information with the Traffic Penalty Tribunal. We may challenge chargeback claims and share your information with debit/credit card companies. We may collect your personal information from the DVLA; and share information with enforcement agencies for enforcing parking contraventions or with our agents during the course of debt collection. We may ask Essex County Council to provide an authenticated copy of a Blue Badge where you challenge our Penalty Charge Notice. Your information may also be disclosed to third parties to aid with the detection and prevention of non-criminal acts that are nevertheless unlawful. We may also rely on a number of exemptions, which allow us to share information without needing to comply with all the rights and obligations under the Data Protection Act 2018.

## **Retention period**

We keep your personal information for the minimum period necessary. The information outlined in this Privacy Notice will be kept for two years from the date of the file closure unless exceptional circumstances require longer retention eg: a pending court case. All information will be held securely and disposed of confidentially.

## **Your rights**

Under the General Data Protection Regulation, you have various rights as an individual that you can exercise in relation to the information that the Council holds about you. Information about these rights is available on the data protection page of the Council's website:

<http://www.eppingforestdc.gov.uk/contact-us/data-protection>

## **How to make a complaint**

If you are unhappy with the way in which your personal data is processed by Epping Forest District Council, you should contact the Data Protection Officer in the first instance:

If you remain dissatisfied with the Council's processing of your personal data, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

<https://ico.org.uk/>