

Parking Privacy Policy

Portsmouth City Council's Parking Service, manages car parks, issues season tickets, permits and blue badges and enforces parking restrictions.

The Service tries to meet the highest standards when collecting and using personal information in accordance with data protection law.

This privacy policy explains how the Service collects and uses personal information. We keep copies of letters/emails and records of telephone calls made to the Parking Office/Blue Badge Team.

When a call is recorded we collect:

- a recording of the conversation
- your phone number

If you're making a payment over the phone call recording will stop when you provide your payment card details.

Call recordings will be used:

- to assist in quality monitoring of staff
- to investigate and resolve a complaint
- for the detection, investigation and prevention of crime (including fraud)

Recordings are kept securely and automatically deleted after 6 months unless part of an ongoing complaint or investigation.

Recording of calls is necessary to protect the interests of you, our staff or both.

It's also in our legitimate interests, unless those interests are overridden by you by asking for your call not to be recorded.

You may request that your call isn't recorded. In this situation, you'll normally be advised to contact us either **in writing** or by **email**.

In exceptional circumstances you may be transferred to a non-recorded phone. This decision will be made by a Supervisor/Manager, for example when he or she determines that not doing so could cause harm or distress to the caller. The team manager will, in these exceptional circumstances, ensure the caller is transferred to a phone which isn't registered for call recording.

More information on how we collect and use your information by the area of work:

- Parking Enforcement
- Residents Permits/Business/Visitors Permits for Parking On Street
- Blue Badge Applications
- Other permits and season tickets

Parking Enforcement

Collecting Data

We enforce on street parking restrictions on the highway and in car parks that we control in order to encourage compliance with Traffic Regulation Orders.

Enforcement is carried out by recording vehicle registration numbers and details and taking photographs of vehicles in contravention. In some cases we use CCTV cameras to capture details of vehicles contravening bus lanes or school keep clear restrictions.

Basis for Processing the Data

There is a clear legal framework for issuing and processing penalty charge notices. This is set out in the Traffic Management Act 2004/Transport Act 2000 and associated regulations. We are performing a task in the public interest and fulfilling our legal obligation to enforce the parking restrictions.

Processing Data

We will ask the DVLA for details of the registered keeper of the vehicle when a Penalty Charge has been handed to the driver or placed on the car and it is unpaid for more than 28 days. In the case of CCTV camera enforcement we will ask the DVLA for the keeper details in order to issue the Penalty Charge Notice. The keeper has a right to appeal against a penalty charge and we consider any comments sent, together with any supporting information. Any information provided to us is held securely and only members of staff who need to view the information to process the penalty charge will have access to it.

Sharing data

If the keeper appeals against the penalty charge the information will be sent to the Traffic Penalty Tribunal (Parking Adjudicator) who will consider the case and decide whether the penalty charge should be paid or whether the person appealing is the right person to be held liable. In cases where the keeper does not appeal or loses an appeal and does not pay, the debt can be registered at the Traffic Enforcement Centre (TEC) which is a county court. The keeper details, vehicle details and details of the contravention will be sent to TEC. TEC can then authorise a Warrant of Control which we will issue to one of our appointed Enforcement Agents (Bailiffs) so they can collect the debt.

Retention and deletion

We hold the personal data securely and will retain it for a period of two years after the case is paid, cancelled or written off. The enforcement of penalty charges is a legal process and this retention period is needed so we have records, if issues about the penalty arise after the charge has been settled. We are also required to report

on our activities. Holding the information allows us to identify particular issues or problems.

Residents Permits/Business/Visitors Permits for Parking On Street

Collecting Data

Applicants for Resident and Business permits need to provide evidence to show they live/operate in a controlled parking area and with residents to show that the vehicle is registered at the home address. When a visitor's permit is purchased for we need to see proof that the applicant lives at the address. The council needs to be satisfied the applicant meets the criteria before issuing the permit.

Basis for Processing the Data

The scheme under which we issue residents, business and visitors permits is governed by a Traffic Regulation Order. The Order is created to regulate the use of parking space. This control and the issuing of permits is a public task. Residents and businesses within a controlled area choose to apply for a permit.

Processing Data

We use the information provided with applications to assess whether an applicant meets the criteria for a permit to be issued. We also use our permit records to prevent permit holders from receiving a penalty charge notice and to assess challenges to penalty charges issued against a vehicle with a permit. Our records are held securely and only staff involved in these processes have access to the information.

Sharing Data

If a vehicle receives a penalty charge and the permit record is relevant we may share information with the Parking Adjudicator (Traffic Penalty Tribunal).

We also share data with our audit team to help detect and deter fraud. We further share data with the National Fraud Initiative to help detect and prevent crime. For further information on the National Fraud Initiative go to:
www.gov.uk/government/collections/national-fraud-initiative

Retention and Deletion

We are working with our IT supplier to create the ability to delete large volumes of old records efficiently. We are happy to respond to individual requests to have old information deleted.

It is our aim to hold the information while permits are valid and being regularly renewed, but to delete it two years after the last permit has expired. We need to keep the information for a period after the last permit expires in case a question arises about its administration or validity for financial, audit and enforcement purposes.

Blue Badge Applications

Collecting Data

Applicants for Blue Badges need to complete a form either on line or in hard copy and provide information to show they qualify for a badge. The information required in an application and the procedure for applying for a badge is set out in the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000. Applicants need to provide names and addresses, photographs, proof of identity, details relating to their mobility and medical conditions and other supporting evidence.

Basis for Processing the Data

The Regulations set out how applications should be processed and we are carrying out a public task in considering and issuing blue badges. Applicant chose to apply and consent to their details being processed.

Processing Data

We use the information to assess whether an applicant meets the criteria for a Blue Badge. Our records are held securely and only staff involved in these processing have access to the information.

Sharing Data

When an applicant does not qualify for a badge under the automatic criteria an independent mobility assessment may be arranged with an Occupational Therapist (OT). The details the applicant has provided are shared with the OT and they will produce a report with a recommendation.

The name, address and telephone number, a photograph and the criteria under which the badge has been issued is entered on to a Department for Transport database for the Blue Badge to be ordered. In addition staff involved with blue badges in issuing authorities in England have access to this, along with those undertaking parking enforcement. Sensitive medical information is not shared.

We further share data with the National Fraud Initiative to help detect and prevent crime. For further information on the National Fraud Initiative go to:
www.gov.uk/government/collections/national-fraud-initiative

Retention and Deletion

We are working with our IT supplier to create the ability to delete large volumes of old records efficiently. We are happy to respond to individual requests to have old information deleted.

It is our aim to hold the information while blue badges are valid and being regularly renewed, but to delete it two years after the last blue badge has expired or been cancelled. We need to keep the information for a period after the last blue badge expires in case a question arises about its administration or validity for financial, audit and enforcement purposes.

Season tickets and other permits

Collecting Data

Applicants for season tickets, duty permits and essential visitors' permits need to provide names, addresses and vehicle details.

Basis for Processing the Data

The applicant consents to providing their data

Processing Data

The data is used to identify the permit holder and as a record that a permit has been issued.

Sharing Data

The data is securely stored. If a vehicle receives a penalty charge and the permit record is relevant we may share information with the Parking Adjudicator (Traffic Penalty Tribunal).

Retention and Deletion

We are working with our IT supplier to create the ability to delete old records. We are happy to respond to requests to have old information deleted.

It is our aim to hold the information while permits are valid and being regularly renewed, but to delete it two years after the last permit has expired. We need to keep the information for a period after the last permit expires in case a question arises about its administration or validity for financial, audit and enforcement purposes.

In all the above areas we will share data with the police or security organisations to prevent or detect crime.

Your Data Rights

In relation to the personal data which we may hold about you, you have the right to request to:

Be informed, have access or rectify incorrect information. You also have the right in some circumstances to object to or restrict our processing of your data.

Under Data Protection law we must verify your identity and explain to you our reasons if we do not agree to carry out your request.

You also have the right to complain to the Information Commissioner's Office at <https://ico.org.uk/make-a-complaint/> or call 0303 1231113

Contact:

If you would like more information about how we use your data, or to make a complaint in the first instance please contact us on 023 9268 8310 or email parking@portsmouthcc.gov.uk