



Privacy Notice for Parking Services.

Information held about you.

In order to provide parking services, it is necessary for us to collect and hold personal information about you. The information held will vary and depend on the nature of the services 'used'.

Examples of which personal information will be gathered are:

Parking enforcement, parking appeals, correspondence, parking dispensations/suspensions, parking permits and card payments for parking.

This information may include:-

- Basic details of your vehicle such as vehicle registration number, vehicle ownership checks (DVLA), vehicle make and model, location of the vehicle, parking contravention details.
- Basic details about you such as address, telephone number, email address.
- Contact we have had with you, such as any correspondence, formal parking representations and complaints received.
- Your credit/debit/ card details if you have paid for a service by card.
- Images of you if the enforcement officer or an enforcement agent has activated their body worn camera.

Who is processing my data and how will we use the information we hold about you?

Data Controller	How will your information be used
Milton Keynes Council	<ul style="list-style-type: none"> • Carry out residential consultation's • Deal with any complaints and FOI received • Process appeals received from Traffic Penalty Tribunal • Register Penalty Charge Notices with the Traffic Enforcement Centre • Register Penalty Charge Notices with Enforcements agents • Use data gathered for transport

	related purposes
Data Processor	How will your information be used
SABA UK (formally known as Indigo Park Services UK Ltd) on behalf of Milton Keynes Council	<ul style="list-style-type: none"> • Carry out parking enforcement activities.
Imperial Civil Enforcement Solutions Ltd on behalf of Milton Keynes Council	<ul style="list-style-type: none"> • Process informal challenges in respect of Penalty Charge Notices • Deal with your formal challenges and queries in respect of Penalty Charge Notices • Process applications and issue parking permits and dispensations/suspensions • Take payments for permits and Penalty Charge Notices
Cobalt Telephones Technologies (RingGo) on behalf of Milton Keynes Council	<ul style="list-style-type: none"> • Take payments for cashless parking sessions and permit parking sessions • Create customer accounts
Icon on behalf of Milton Keynes Council	<ul style="list-style-type: none"> • Take payments for permit applications, suspensions, and Penalty Charge Notices
Rossendales Ltd and Marstons Group Ltd Enforcement Agents on behalf of Milton Keynes Council	<ul style="list-style-type: none"> • Collecting monies owed for Milton Keynes Council

What is the legal basis for us to process your data?

The legal basis for processing the data is:-

- Carrying out of a contract to which you are a party (parking permits, parking dispensations/suspensions)
- Our legal obligation under the Traffic Management Act 2004
- Our legal obligation under the Road Traffic Act 1984
- In the public interest or in the exercise of official authority

Who will we share your information with?

We may share your information with partner organisations including :-

- Imperial Civil Enforcement Solutions Ltd

Imperial Civil Enforcement Solutions Ltd manages informal challenges against Penalty Charge Notices (PCNs) and administers payments made in respect of PCNs, parking permits and dispensations/suspensions.

- Rossendales Ltd and Marstons Group Ltd

Rossendales Ltd and Marstons Group Ltd recover outstanding debt owed to the council and therefore would recover any money owed in respect of parking enforcement.

- Driver and Vehicle Licensing Agency (DVLA)

In order to identify the registered keeper of a vehicle at a given time, for the purpose of the enforcement of a Penalty Charge Notice (in accordance with the Civil Enforcement of Parking Contraventions (England) General Regulations 2007) or for the consideration of prosecution in any other related matter, we may contact the DVLA and provide them with details known to us.

We will not normally share your information with organisations other than our partner organisations without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, which appropriate individuals. Only the minimum information for the purpose will be shared.

How long do we keep your records

We will only keep your information for a minimum period necessary up to 6 years. All information will be held securely and destroyed under confidential conditions.

What rights you have

You have various rights around the data we hold about you.

- Right of access (to receive a copy of your personal data)
- Right to rectification (to request data is corrected inaccurate)
- Right to erasure (to request that data is deleted)
- Right to restrict processing (to request we don't use your data in a certain way)
- Right to data portability (in some cases, you can ask to receive a copy of your data in a commonly-used electronic format so that it can be given to someone else)

- Right to object (generally to make a complaint about any aspect of our use of your data)
- Right to have explained if there will be any automated decision-making, including profiling, based on your data and for the logic behind this to be explained to you.

Providing accurate information

It is important that we hold accurate information and up to date information about you in order to assess your needs and deliver the appropriate services. If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we update your records.

If we are processing your information based on you giving us consent to do so, you have the right to withdraw your consent at any time. Doing so may mean we are unable to provide the service you are hoping to receive and the implications of you giving or withdrawing your consent will be explained at the time.

If you are unhappy with any aspect of how your information has been collected and/or used, you can make a complaint to the Data Protection Officer. You can also report concerns to the national regulator, the Information Commissioner's Office. Their details can be found on their website:

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

Data Protection Officer Contact Details

Email: data.protection@milton-keynes.gov.uk

Tel. No: 01908 254900

Post: Data Protection, Milton Keynes Council, 1 Saxon Gate East, Central Milton Keynes, MK9 3HS