

READING BOROUGH COUNCIL
Data Privacy Notices (DPNs) Under GDPR

Parking Services (Penalty Charge Notice) Privacy Notice

The identity and contact details of the company

Reading Borough Council, Parking Services - Penalty Charge Notices (PCNs) issued under Traffic Management Act 2004 and Transport Act 2000.

Contact details of the Data Protection Officer

Ricky.gill@reading.gov.uk

We take your privacy very seriously therefore we urge you to read this policy very carefully because it contains important information about us and:

- The personal information we collect about you
- What we do with your information, and
- Who your information may be shared with

Who we are

Reading Borough Council ('we' or 'us') are a 'data controller' for the purpose of the General Data Protection Regulations, (i.e. we are responsible for, and control the processing of, your personal information).

What is the legal bases for the collection, use and storage of the data?

We require this data for Statutory reasons under the Traffic Management Act 2004 (and associated regulations) and the Transport Act 2000, (and associated regulations, notably the The Bus Lane Contraventions (Penalty Charges, Adjudication and Enforcement) (England) Regulations 2005)

Information we collect

We collect the following information about you:

- Name
- Address
- Vehicle registration mark

Some examples of when we collect this information include:

When a vehicle is seen in contravention; Bus Lane/Parking:

- We will contact the DVLA to obtain the Registered Keeper details to issue a Penalty Charge Notice/Notice to Owner

- If the vehicle is Hired/Leased then we request a copy of the Hire/Lease agreement from the Registered Keeper of the vehicle to enable the transfer of liability.
- If the Registered Keeper has sold the vehicle, then we can obtain details of the New Keeper from the Registered Keeper at the time of contravention.

Monitoring and recording communications

We may monitor communications such as emails and telephone calls for the following purposes:

- Quality assurance;
- Training;
- Fraud prevention;
- Compliance.

How we use the information we collect

We collect information about you for the following purposes:

- The Keeper/Hirer details are obtained to enable the Council to enforce the Penalty Charge Notice/Notice to Owner under the Statutory Process in place.
- For information about the statutory process please visit www.PATROL-uk.info

Give details of how long the data will be stored and criteria used to determine this?

Data is stored for a period of up to 6 years or for as long as cases remain outstanding.

Who your information may be shared with

We may share your information with:

- Law enforcement agencies in connection with any investigation to help prevent unlawful activity
- The Traffic Penalty Tribunal
- The Traffic Enforcement Centre
- Collection Agency
- NSL Services Group
- Parseq Limited
- Liberty Services
- Cobalt Telephone Technologies
- Civica
- Northgate Public Services
- Imperial
- DVLA
- Other Local Authorities

The information will be shared internally for the better performance and efficiency of Council services

Keeping your information secure

We will use technological and organisation measures to keep your information secure. These measures may include the following examples:

- All data is stored on a database on a secure server which are password protected.
- All payment processing is done using PCI compliance systems.

What rights do you have?

The data protection legislation provides you with 8 rights, in regards to your personal data, these are: the right to be informed, the right of access, the right to rectification, the right to erase, the right to restrict processing, the right to data portability, the right to object and the rights in relation to automated decision making and profiling.

Right of Access - you have a right to request a copy of your information

You can request a copy of your information which we hold (this is known as a subject access request). If you would like a copy please;

- Email or write to us (using the contact details below)
- Let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- Let us know the information you want a copy of, including any account or reference numbers, if you have them.
- Subject Access Request can be made by following the link:
www.reading.gov.uk/dataprotection

Right to correct any mistakes in your information

You can request us to correct any mistakes in your information which we hold free of charge. If you would like to do this, please;

- Write to us (using the contact details below)
- Let us have enough information to identify you (e.g. account number, name, vehicle registration details), and
- Let us know the information that is incorrect and what it should be replaced with

‘Right to be forgotten’ - you have the right to be forgotten so you can ask for your personal information to be deleted where:

- It is no longer needed for the reason why it was collected in the first place
- You have removed your consent for us to use your information and we do not have to keep your information for legal reasons

If we have shared your personal information with others, we will do what we can to make sure those using your personal information comply with your request for erasure.

We may not be able to delete your personal data if it is needed for legal reasons, for reasons of public health, public interest or for medical purposes.

If you wish to contact Reading Borough Council's Data controller regarding your personal data and any other concerns you may have regarding its processing you can do so by contacting our Data Protection Officer (see below for contact details)

Contact details of the Data Protection Officer

Ricky.gill@reading.gov.uk
Sarah.smith@reading.gov.uk

Reading Borough Council
Legal Services
Civic Offices
Bridge Street
Reading
RG1 2LU

Please note that these details are NOT to be used to make an enquiry or dispute a PCN. This is handled separately by writing to the following address

Parking PCN:
Reading Borough Council
PO BOX 3011
Reading
RG1 9RY

Bus Lane PCN:
Reading Borough Council BL
PO BOX 3012
Reading
RG1 9RZ

Online: <https://parking.reading.gov.uk/>

If you are unhappy with how the data controller has processed your data, or if you feel they have acted in a way that has breached your data protection rights you have the right to complain to the information commissioner's office (www.ico.gov.uk)