

## Privacy Notice

We are ANPR Parking Services Ltd (APS) 8414051 and are the joint data controller along with our client. This notice explains how we comply with the General Data Protection Regulation (GDPR) and Data Protection Legislation.

Our registered address is: White House Farm, Bicester Road, Aylesbury HP18 0RF

This policy explains how we will use any personal data (i.e. information about you and your vehicle) we collect from you, or that you provide to us, in order to provide you with parking services under our parking contract with you. This policy should be read together with our parking terms which can be found on our car park signage.

This policy was last updated on 24 May 2018 and explains how we comply with data protection law.

### What Data Is Processed

When you use a car park managed by us by entering and remaining on site, we may capture your details including vehicle registration mark and your activity in the parking area via Automatic Number Plate Recognition (ANPR) and CCTV cameras and/or parking attendants. The data gathered is needed to determine your compliance with the parking and payment terms of your parking contract with us.

However you contact us, in writing, electronic correspondence and via the telephone you are providing personal data. This will be processed in accordance with this policy.

### What is the purpose of processing personal data?

In order to provide effective car park management, to improve the parking experience for users, we obtain, use and where necessary share (see below) personal data in a proportionate way and in accordance with data protection law for the following purposes to:

- Ensure you comply with the parking contract, pursuing sums due and asserting legal rights.
- Prevent and detect crime

### What is the lawful basis for processing personal data?

Our lawful bases for processing personal data are: that it is:

- Contract – Processing is necessary for the performance of the parking contract to which you entered into when entering and remaining in the car park
- Legitimate Interests – Processing is required to protect and enable pursuit of legitimate interests in ensuring the car park is effectively managed, obtaining sums due and promoting the safety and security of the car park and helping the prevention and detection of crime.
- All data ANPR Parking Services Limited receive is processed in accordance with this privacy notice

### Who do we share data with?

We may share your data with the following;

- Agents who act on our behalf such as legal advisors including those who collect sums due such as debt recovery agents;
- Our Accredited Trade Associations and independent parking appeals services in relation to dealing with PCN queries, complaints and appeals
  - The Parking On Private Land Appeals (POPLA) Service or the Independent Appeals Service (IAS) for the purpose of assessing any appeals
  - The BPA, IPC and ICO for the purpose of complaint investigation and resolution



- Landowners, managing agents and tenants of land within which we manage car parks
- Authorised agents such as subcontractors such as mail, email, print, IT, business process and payment service providers, credit reference agencies and collection agents.
  - Parking Collections Services (PCS)

Debt Recovery Plus Ltd (DRP)

- The Driver Vehicle Licensing Agency (DVLA)
- Print and mail service providers for the purpose of contacting you by post
- If you have not replied to other correspondence, solicitors for the purpose of enforcing a parking contract or responding to a legal query.
- Any other duly authorised sub-contractors
- ANPR Management Ltd

**Categories of personal data:** The personal data that we collect and receive from third parties, from yourself and your appointed representatives may include any or all of the following: your name, address, vehicle registration number, email address, phone number, parking charge details (the date, time, location, contravention details and outstanding charge amount), photographic evidence, POPLA or IAS results, your comments from calls or correspondence you have provided to us, previous PCN number where the charge in question is a reissue. Please note we may combine personal data we receive from other sources with personal data you give to us and personal data we collect about you.

We do not send any data outside of the EU.

#### **Storage & Security**

We will not retain your information for longer than is necessary for the purposes outlined in this privacy notice and for up to 6 years in order to protect our position in the event of any legal disputes. This may be extended if disputes are ongoing.

All information that you provide to us is stored securely and confidentially.. In addition, we seek to protect the privacy of your information at all times when you visit our website. If you choose to send personal information to us (i.e. by clicking a Confirm/Send button) the information you supply will be sent and processed in a secure manner.

Your personal information will not be communicated to non-connected third parties (i.e. marketing or advertising companies),

#### **Sensitive Personal Data**

You may voluntarily give such personal data to us via telephone calls, letters or emails. This may involve collecting and using sensitive personal data. We will only use this personal data to ensure that you comply with the parking contract and pursue unpaid parking charges with our appointed agents we would only share such sensitive personal data with our appointed agents and our clients who need to be aware of such information for debt collection purposes only.

#### **Credit Reference Agencies**

We may obtain personal data about you from the CRAs for debt collection purposes and to verify your identity and to locate you.

#### **Your rights**

In relation to the personal data which we may hold about you, you have the following rights to:

- Be informed how we process your data as explained above
- Understand and have access to the information we hold about you



- Ask us to
  - Rectify information about you that is incorrect
  - Delete (erase) information about you
  - Restrict how we process your information
  - Transfer your data in an accessible electronic format
- Object to our processing of your information
- Complain to us via our contact details below
- Complain to the data regulator the Information Commissioner's office (ICO) via [www.ICO.org.uk](http://www.ICO.org.uk)

Under data protection law we must verify your identity before carrying out your request or supplying any information and provide you with an explanation if we do not agree with your request. Once your identity has been confirmed we will respond to your request within one calendar month.

#### **Other Websites**

Our site may, from time to time, contain links to and from the websites of third parties. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies or your use of those websites.

#### **Changes to our Privacy Notice**

We keep our privacy notice under regular review and we will place any updates on this web page. This privacy notice was last updated on 24th May 2018.

#### **Contact details and further information**

If you would like more information about how we process your data or if you wish to assert any of your rights set out above please contact our data protection privacy team by:

- Email : [info@anprparkingservices.co.uk](mailto:info@anprparkingservices.co.uk)

#### **OR**

- Write to us at:

Data Protection,  
ANPR Parking Services  
White House Farm  
Bicester Road  
Aylesbury HP18 0RF



