

## Kirklees Council Parking Services privacy statement

Parking Services is committed to protect and respect any private and personal information that we collect from you or have provided to us and about you through our external service providers. This information will be properly safeguarded in a manner consistent to the General Data Protection Rules 2018.

The council may use the information you have provided to prevent and detect fraud. We may also share this information, for the same purpose with other local authorities and organisations that handle and protect public funds.

This information is kept in a secure council server which can only be used or viewed by authorised staff and may be shared with our approved authorised external service providers.

### Parking Services collect and process the following information:

1. Names and addresses of residents who apply for residential permits within Kirklees Council permit scheme areas. We may verify your details from the council tax database.
2. Names and addresses of businesses located and trading within Kirklees Council permit scheme areas applying for a business permit
3. Names and addresses of appellants who write to us to appeal against a parking penalty charge notice
4. Names and addresses of keepers of vehicles who have outstanding parking charges
5. Names and addresses of anyone who may write to us in regards to complaints, compliments, request for refunds, etc
6. We may record video images of motorist via the chest camera worn by the Civil Enforcement Officers (CEOs). These recordings will only be used if there is an incident that may result in a criminal prosecution or in cases of a potential challenge to the issue of a penalty charge notices
7. Images captured by council parking enforcement van or those captured by the static cameras in the bus lanes

### Retention and deletion of data

From time to time, we may receive incorrect information due to the incorrect recording of vehicle registration plate. If this happens, we will delete all related information from our system as soon as we are aware of it. Data related to penalty charge notices are kept up to 3 years and up to 6 years if it is for the recovery of an outstanding debt. Most of this data is collated and saved electronically, any paper type documents will be scanned into the system and the paper documents destroyed via the council's confidential waste disposal service.

Retention of video recordings are only kept for the duration of a criminal investigation or where a challenge to the issue of a penalty charge is still on-going otherwise any other recordings will be deleted immediately.

## Your data rights

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

Be informed, have access or rectify incorrect information. You also have the right 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.

## External service providers

1. **Dvla** (Driver & vehicle licensing agency):  
<https://www.gov.uk/government/organisations/driver-and-vehicle-licensing-agency>
2. **Imperial** - Current software provider for the administration of penalty charge notices:  
<https://www.imperial.co.uk/>, [https://www.imperial.co.uk/news/the-general-data-protection-regulation-\(gdpr\)/](https://www.imperial.co.uk/news/the-general-data-protection-regulation-(gdpr)/)
3. **RingGo** – Provider for the cashless payment system for parking:  
<https://www.myringgo.co.uk/>
4. **Enforcement Agents** (Recovery of outstanding parking debts) –
  - 1) Rossendales: <https://www.rossendales.com/>
  - ii) – Marston: <https://marstonholdings.co.uk/>
5. **TEC** (Traffic Enforcement Centre) – For the registration of debt:  
<https://courtribunalfinder.service.gov.uk/courts/traffic-enforcement-centre-tec>
6. **TPT** (Traffic Penalty Tribunal) – Government agency that consider appeals against penalty charge notices in England (outside London) and Wales:  
<https://www.trafficpenaltytribunal.gov.uk/>
7. **SEA plc** (RoadFlow) – Provider for cctv cameras:  
<https://www.sea.co.uk/transport/products/roadflow-vision-visionplus/>

## Contact and further information

If you like more information about how we use your data, please read our Privacy Policy at:  
[www.kirklees.gov.uk/privacy](http://www.kirklees.gov.uk/privacy)

You have the right to complain to the Information Commissioner's Office at [www.ICO.org.uk](http://www.ICO.org.uk)