

Service: Parking

Data Controller: Runnymede Borough Council, Civic Centre, Station Road, Addlestone, Surrey, KT15 2AH

Data Protection Officer: Natalie Lacey

Introduction

We collect and process personal data relating to members of the public who park in the borough in order to regulate and enforce parking restrictions. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

We collect and process a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number
- your vehicle details such as its registration number, make, type and colour
- financial information such as payment details
- information provided in a written challenge or representation
- photographs of your vehicle
- video footage of your interactions with the Civil Enforcement Officers

The organisation collects this information in a variety of ways. For example, it is supplied to us by the DVLA or we receive it directly from you.

Why do we process personal data?

Processing your information is necessary for the performance of a task carried out in the public interest or in the exercise of our official authority. The Traffic Management Act 2004 allows us to process your personal data in order to regulate or enforce parking restrictions for example to issue Penalty Charge Notices (PCNs)

We also consider it in our legitimate interest and in the interests of civil enforcement officers and members of the public to use body cameras to;

- To deter and protect staff from third party aggression.
- To provide sound and credible evidence to support prosecution should aggression occur.
- To protect staff from unfounded allegations of inappropriate conduct and also verify when inappropriate conduct has occurred.

Who has access to your data?

Your information may need to be shared with the parties set out below for the purposes stated above.

- the DVLA to obtain registered keeper details
- the Traffic Penalty Tribunal when a case is appealed
- the police to aid in their enquiries
- commissioned partners
- Traffic Enforcement Centre
- Enforcement Agents

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions and data protection laws. They are also obliged to implement appropriate technical and organisational measures to ensure the security of data.

We will not transfer your data to countries outside the European Economic Area.

How do we protect data?

The organisation takes the security of your data seriously. The organisation has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties. Data will only be processed by members of staff authorised by the Data Controller for this purpose. Access to our systems is limited to authorised members of the parking team whose job role requires access to the personal data.

How long do we keep your data?

We hold your information for as long as necessary for the purposes stated.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request (known as a subject access request);
- require us to change incorrect or incomplete data;
- ask us to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.
- object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

You can make a subject access request by following the instructions for making a subject access request on our website:

<https://www.runnymede.gov.uk/article/14634/Can-I-ask-for-personal-information-about-myself->

Or you can contact our Information Governance Officer on 01932 425626

If you believe that Runnymede Borough Council has not complied with your data protection rights, you should initially contact our Data Protection Officer and if dissatisfied with the outcome you can make a complaint to the Information Commissioner.

<https://ico.org.uk/make-a-complaint/>