

## **Privacy Notice – Parking administration and recovery of parking charges**

### **Penalty Charge Notice and Charge Certificate.**

#### **Who we are?**

East Renfrewshire Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at Council Offices, Eastwood Park, Rouken Glen Road, Giffnock, Glasgow G46 6UG, United Kingdom, and you can contact our Data Protection Officer by post at this address, by email: [dpo@eastrenfrewshirecouncil.gov.uk](mailto:dpo@eastrenfrewshirecouncil.gov.uk) or by telephone on **0141 577 3001**.

#### **Why do we need your personal information and what do we do with it?**

Personal data is collected in order to enforce parking terms and conditions when it is believed that a contravention has occurred. We use this information in order to issue Penalty Charge Notices and to obtain owner information from the Driver and Vehicle Licensing Agency (DVLA). We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

#### **Legal basis for using your information**

We provide these services to you as part of our statutory function as your local authority to administer parking regulations and to recover payment of parking charges. Processing your personal information is necessary for the performance of a task carried out in the public interest by the Council and in exercise of statutory authority given to the Council.

#### **Who do we share your information with?**

We are legally obliged to safeguard public funds so we are required to verify and check your details internally for fraud prevention. We may share this information with other public bodies (and also receive information from these other bodies) for fraud checking purposes.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate.

Your information is also analysed internally to help us improve our services. This data sharing is in accordance with our Privacy Policies and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

Your information may be shared with third parties (including Glasgow City Council) for appeals and enforcement, with police and security organisations to prevent or detect crime, DVLA to pursue Penalty Charge Notices or Charge Notices, shared with IT providers and data processors, and debt management partners for recovery of outstanding amounts.

#### **How long do we keep your information for?**

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for. You can view this on our website or you can request a hard copy from the contact address stated above.

## **Your rights under data protection law**

### **Access to your information**

You have the right to request a copy of the personal information that we hold about you.

### **Correcting your information**

We want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.

### **Deletion of your information**

You have the right to ask us to delete personal information about you where:-

- you think that we no longer need to hold the information for the purposes for which it was originally obtained
- you have a genuine objection to our use of your personal information - see Objecting to how we may use your information below
- our use of your personal information is contrary to law or our other legal obligations.

### **Objecting to how we may use your information**

You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

### **Restricting how we may use your information**

In some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Please contact us as stated above if you wish to exercise any of these rights.

## Complaints

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your personal information, you can contact the Council's Data Protection Officer by email: [dpo@eastrenfrewshire.gov.uk](mailto:dpo@eastrenfrewshire.gov.uk) or by telephone on **0141 577 3001**.

However, you also have the right to complain directly about data protection matters to the Information Commissioner's Office, who can be contacted by post at:

Information Commissioner's Office

Wycliffe House

Water Lane,

Wilmslow,

Cheshire. SK9 5AF

By phone on **0303 123 1113** (local rate) or **01625 545 745**. Visit their website ([www.ico.org.uk](http://www.ico.org.uk)) for more information.

The ICO also have a regional office at 45 Melville Street, Edinburgh EH3 7HI

Telephone: **0303 123 1115** e-mail: [scotland@ico.org.uk](mailto:scotland@ico.org.uk)

While you can go directly to the ICO, the council would welcome an opportunity to address any issues you have in the first instance.