

**LONDON BOROUGH OF CAMDEN  
Data Privacy Notices (DPNs) Under GDPR**

**Parking Operations (Car Parks and Associated Products) Privacy Notice**

**The name and contact details of the data controller**

London Borough of Camden  
Judd Street  
London.  
WC1H 9JE  
020 7974 4444

**The name and contact details of the Data Protection Officer**

Andrew Maughan, Borough Solicitor  
[dpo@camden.gov.uk](mailto:dpo@camden.gov.uk)

**What is the legal basis for the collection, processing and storage of the data?**

In order to provide you with a parking space /permit to park within our car parks, we need to collect personal information about you in the course of providing the provision as part of the contract between us.

We may collect personal information about you from a variety of sources for example:

- directly from you when you are using or enquiring about our products or services, making an application for parking or through general contact with the council; and
- Other Council departments or government agencies, such as the DVLA where lawfully permitted or as required.

**The Categories of Personal Data**

The personal information we collect may include your:

- Name;
- Contact details (telephone number, email address, address);
- Banking and financial details in order to facilitate payment(s);
- CCTV images (to detect and prevent crime within our car parks);
- Vehicle details (including vehicle registration mark)

## **Monitoring and recording communications**

We may monitor communication such as email and telephone calls for the following purposes:

- Quality assurance
- Training
- Fraud prevention
- Compliance

## **How we use your information**

We will only use your personal information for the purpose to which it has been provided or obtained. We process your personal information in accordance with one or more of the following legal grounds:

- with your explicit consent
- under a legal obligation
- for legitimate business purposes
- for the performance/administration of the consumer contract

This enables us to use your personal information:

- to provide the service you have requested
- to manage our relationships with you
- to contact you, in respect to your account
- to advise you of changes that may impact on the use and supply of the provision
- to pursue and collect outstanding monies owed to the Council
- for the prevention or detection of fraud or crime; and
- to comply with our legal obligations.

## **How long will your data be stored?**

We may store your data for as long as necessary for the performance of the contract, provision of the service and to recover any monies owned or for a period of up to 6 years.

Data is stored for 6 years because by law we have to keep an account of any income or expenditure for financial reasons, report accounts to the Department for Communities and Local Government (DCLG) and Her Majesty's Revenue and Customs (HMRC) for audit purposes.

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

- All data being stored within a database on a secure server which has role-based access control (RBAC) and where a username and password are required to access data.
- All payment processing is done using PCI compliant systems.

## Who your information may be shared with

|  |  |
|--|--|
| Law enforcement agencies   | In connection with any investigation to help and prevent unlawful activity   |
| Insurance companies  | Where a legal request has been made for a data release in respect to a civil or criminal matter i.e. vehicle accident within the car park and details have not been exchanged. |
| Debt recovery and enforcement agents                             | In respect to the recovery of any monies owed to the Council for the provision of service under the contract.  |
| Merchant banking services provider                               | For the processing of transactions relating to the provision of service.   |
| Other departments within the Council and other local authorities | For the detection and prevent of fraud.  |
| Credit reference agency  | Not currently used.  |

*We will not transfer your Personal Data outside of the EU/EEA*

## Your Data Subject Rights

You have the right to request a copy of the information we hold about you, the right to ask us to rectify, erase or restrict processing of your data, the right to ask for data portability, the right to object to automated decision making, and if we are relying on consent the right to withdraw consent at any time. There are some exemptions to these rights. You can find more details about your rights [camden.gov.uk/privacy](https://www.camden.gov.uk/privacy).

## The right to lodge a complaint with a supervisory authority

If you unhappy with the way in which your personal data has been handled by us you may in the first instance contact our Data Protection Officer, who can be contacted at [dpa@camden.gov.uk](mailto:dpa@camden.gov.uk)

If you remain dissatisfied then you have the right to complain directly to the Information Commissioner. The Information Commissioner can be contacted at [casework@ico.org.uk](mailto:casework@ico.org.uk), telephone 0303 123 1113 or:

Information Commissioner's Office  
Wycliffe House  
Water lane  
Wilmslow  
Cheshire SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

### **Information about whether giving Personal Data is part of a statutory or contractual requirement or obligation**

We process personal data under the provision of Article 6, 1, (b) of the General Data Protection Regulation (GDPR), as the processing is tied to a request to enter into a contract and the performance of the contract thereafter.

### **Automated decision making and profiling**

We do not currently use automated decision making, profiling or similar to process your personal data.

### **Review of this statement**

Camden will keep this privacy statement under regular review. If this statement changes in any way, we will place an updated version on this page and take steps to communicate any changes to you, where appropriate.

This notice was last reviewed in August 2018.

**END**