

Privacy Notice - Parking Services

Who we are and what we do

Sunderland City Council
City Development Directorate
Parking Services Dept

The Parking Services Department is primarily responsible for the management of civil parking enforcement, controlled parking zones and areas, community parking management schemes, management of Council on street parking places and Multi Storey and off-street car parks.

For more information see the [Council website](#).

For the purposes of Data Protection, Sunderland City Council ('The Council') is the Data Controller for your information.

What type of personal information do we collect and how do we collect it?

We may collect the following types of Personal Data where necessary:

- Name
- Contact details (postal address, telephone number, email address, etc)
- Date of birth
- DVLA registered keeper records
- Vehicle Registration Marks (VRMs)
- Photographs of vehicle
- Parking contravention details
- Customers' circumstances, correspondence and representations
- Blue badge number
- Tenancy/mortgage agreement
- Vehicle insurance document
- Vehicle registration document
- Driving license details
- Financial information to support parking appeals and associated payments
- Body camera footage of interactions with a civil enforcement officer

Special Category Data

- Medical information to support parking appeals, carer permit applications, where necessary in relation to a given Customer.

Why we need your Personal Data

We may need your Personal Data for a number of reasons, for example:

- When you apply for a parking permit;
- When you pay for parking on site, via a payment portal or through a payment App;
- When a penalty charge notice is issued to your vehicle;
- When you appeal against a penalty charge notice;
- When you contact us via telephone or email;
- When an interview takes place in relation to suspected blue badge misuse;
- When you pay for a Penalty Charge Notice.

What is our legal basis for using your personal data?

The legal basis for collecting and processing your personal information can be one or more of the following:

Legal obligation: the processing is necessary for us to comply with the law;

Public task: the processing is necessary for us to deliver Parking Services in the public interest and for our official functions connected with those services.

Consent: the data subject has given explicit consent

Special Category data may be processed if and where necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity.

What is your personal information used for?

The Council's Parking Services Dept uses information in order to:

- Fulfil our statutory duty to manage our road networks through the enforcement of parking contraventions
- To prevent, detect and prosecute fraud and other crime
- Provide you with relevant advice and information
- Deliver services and manage services we provide to you

Your personal information may also be used by our third-party service providers that support the day-to-day operation of our parking service, such as our parking payment systems partners.

Will your personal information be shared?

Where necessary, we may need to share information with:

- The Traffic Enforcement Centre at Northampton County Court (to register penalty charge notices)
- The Traffic Penalty Tribunal (appeals against penalty charge notices)
- Driver and Vehicle Licensing Agency (DVLA)
- Enforcement Agents (to recover debts on our behalf)

We may also enter into specific information sharing arrangements with partners such as local authorities and the police, where it would support our statutory functions. Any information sharing is managed in accordance with relevant privacy and data protection legislation.

How do we keep your personal information secure?

The security of your personal information is important to us. This is why we follow a range of security policies and procedures to control and safeguard access to and use of your personal information.

Parking Services' data is held and managed in secure IT systems, all of which are encrypted and access-limited to only those staff or partners with authorised needs. The Council's IT systems are regularly checked for the reliability of the security in place.

How long will we keep your personal information?

After we deliver a service to you, we have to keep your information as a business record of what was delivered. The type of service will determine how long we have to keep it.

Our [retention guidelines](#) show how long we keep information in relation to the Parking Services Dept's work.

Specific retention periods are as follows;

Penalty Charge Notice photographs	1 year after closure of PCN)
PCN Data	5 + current year
Scanned correspondence images	5 + current year
Scanned Correspondence documents	3 months (hard copy)
Unallocated correspondence	2 years
Permit application forms	2 years
Permit data	5 + current year)
Financial transactions	5 + current year)

Is your personal information processed overseas?

We don't process your personal information outside the European Economic Area.

Marketing (if applicable)

At no time will your information be passed to organisations external to us and our partners for marketing or sales purposes or for any commercial use without your prior express consent.

What are your Information Rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- Receive a copy of your Personal Data;
- Have any inaccuracies corrected;
- Have your personal data erased;
- Place a restriction on our processing of your data; and
- Object to processing

If you wish to exercise your information rights, please contact our Data Protection Officer at Data.Protection@sunderland.gov.uk, or alternatively write to:

Sunderland City Council
Data Protection Officer
City Hall
Plater Way
SUNDERLAND
SR1 3AA

To learn more about these rights please see the [Information Commissioner's website](#).