



Fylde Council Parking Services take your privacy seriously and will only use your personal information to administer your account and to provide the products and services you have requested from us or have consented to us providing. To satisfy the requirements of the General Data Protection Regulation, the council is obliged to make it clear to you how we use your personal data, who we might share it with and to give you certain other information.

### **ENFORCEMENT**

Civil Enforcement Officers patrol all Fylde Council owned car parks and utilise hand held devices and/or cameras in order to enforce the parking terms and conditions. Where these have not been complied with, your personal data may be collected, processed, shared and retained for 6 years in order to carry out the performance of a public task and fulfil our legal obligations in the following ways:

- To request details of the registered keeper of the vehicle from the DVLA in order to pursue a Penalty Charge Notice.
- Shared with third parties for appeals and enforcement including Chipside, the Traffic Enforcement Centre at Northampton County Court, the Traffic Penalty Tribunal, and the Enforcement Agencies Jacobs, Phoenix and Rossendales Limited.
- Shared with the police or security organisations to prevent or detect crime.

### **PARKING PERMITS**

We use the information to process your application and to issue your permit. We may also use it to send you a reminder when your permit is about to run out. We process your information for these purposes so we can carry out the legal function of administering the permit scheme.

You do not have to give us the personal information that we ask for, but if you do not, we will not be able to process your application or issue you with a permit. We will ask for your consent during the application process.

We may also use your information to contact you regarding future parking related issues and to seek your opinion on Parking Services.

#### **How long will we keep the information?**

If you have not consented to us contacting you about Parking Services, we will only keep the information you have given us in respect of your permit application until 2 years after your last parking permit has expired (or for 1 year after your application if a permit is not granted).

If you have consented to us contacting you about Parking Services, we will keep your information for 3 years, unless you ask us to stop using it before then.

### Who might we share your information with?

We will share your information with our bank/payment processing contractor to process your payment, and, for virtual permits, with Chipside MiPermit.

Under the Serious Crimes Act 2007, we may also share your information with certain anti-fraud agencies under for purposes in connection with the prevention of fraud.

We do not share your data outside the European Economic Area or use it for profiling or any other form of automated decision-making.

### **WHO IS THE DATA CONTROLLER AND HOW DO I GET IN TOUCH?**

Fylde Borough Council is the data controller. You can contact us by email at [listening@fylde.gov.uk](mailto:listening@fylde.gov.uk), by phone on 01257 658658, or at the Town Hall, St Annes Road West, Lytham St Annes FY8 1LW.

Our Data Protection Officer can be contacted at the same address, or at [dpo@fylde.gov.uk](mailto:dpo@fylde.gov.uk) or on 01253 658506.

### **WHAT RIGHTS DO I HAVE ABOUT MY DATA?**

You have the right to request access to information about you that we hold. To make a request for your personal information, contact our Data Protection Officer, whose details are above.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>