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Service Area: Infrastructure
Work Area: Traffic Management - Car Parks
Contact Details: Telephone: 01443 866551
Email: carparks@caerphilly.gov.uk
Privacy Notice Name: Car Park Users / Season Ticket Applicants
Description of Privacy Notice: This privacy notice will explain how Caerphilly County Borough Council will use your information as a car park user and /or if you apply for a parking season ticket.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

Car Park Users

Caerphilly County Borough Council will use the vehicle registration details that you enter into our pay and display ticket machine for the purposes of issuing a valid pay and display ticket for the time period that you have chosen.

Should a valid pay and display ticket not be displayed or any other contravention be observed, your vehicle registration details will be used in order to issue an excess charge notice. Photographic evidence of the contravention will also be taken.

Should an excess charge notice not be settled within the allotted time period, your vehicle registration details will be used in order to obtain the vehicle keeper details including contact details from the DVLA. Vehicle keeper details including contact details will be used for debt collection purposes which may involve Caerphilly County Borough Council sharing this information together with details of the debt to third party debt collection agencies. Further information on this will be provided when relevant.

Season Ticket Applicants

Caerphilly County Borough Council will use your personal details you provide in order to process your application for a car park season ticket.

Legal basis for processing

Acting as the Highway Authority, CCBC have a statutory obligation to process your information, as detailed below:

- The information is required to carry out enforcement of the traffic regulation order made under the Road Traffic Regulation Act 1984.

In order for the processing of personal data to be lawful under the General Data Protection Regulations 2016, a valid condition from Article 6 of the Regulations must be identified, which is outlined below:

1(e) processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Ms Joanne Jones
Corporate Information Governance Manager / Data Protection Officer
Email: dataprotection@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area for further information.

Details of main users of your information

The main user of your information will be Caerphilly County Borough Council's Traffic Management Section.

Other sections within Caerphilly County Borough Council may carry out tasks on behalf of the Traffic Management Section. This may include:

- Income Section – Who may process payments received and deal with debt recovery.
- Customer Services – Who may process payments received if made at one of our cash desks.

All records may be subject to review by Caerphilly County Borough Council's Internal Audit.

Details of any sharing of your information with other organisations

Should an excess charge notice not be settled within the allotted time period, your vehicle registration details will be used in order to obtain the vehicle keeper details including contact details from the DVLA. Vehicle keeper details including contact details will be used for debt collection purposes which may involve Caerphilly County Borough Council sharing this information together with details of the debt to third party debt collection agencies. Further information on this will be provided when relevant.

Details of any external data processors

Your vehicle registration details when entered into our pay and display ticket machine will be processed by Metric Group LTD on our behalf. The processing of data will be in accordance with the data processor agreement in place.

Requests for information

All recorded information held by Caerphilly County Borough Council may be subject to requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act 1998.

If the information you provide is subject to such a request, where possible Caerphilly County Borough Council will consult with you on its release. If you object to the release of your information we will withhold your information if the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly County Borough Council retains information is determined through statutory requirements or best practice.

Car Park Users

Your personal information which may include where relevant; your vehicle registration details, vehicle keeper details including contact details, photographic evidence and appeals information will be kept for 7 years.

Season Ticket Applicants

Your personal information will be kept for a period of 1 year beyond expiry of the permit.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection

Data Protection gives data subjects (those who the information is about) a number of rights:

- The right of subject access – Application forms for this process are available on our website: [SAR Form](#)
- The right to be informed
- The right of rectification
- The right to erasure
- The right to restrict processing
- The right to object
- The right to data portability
- Rights in relation to automated decision making and profiling.

Further information on your rights is available from: www.ico.org.uk.

To enact your rights please contact the service area detailed on the top of this form.

Complaints Procedure

If you are unhappy with the way that Caerphilly County Borough Council has handled your request / information, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office. Please follow this link for further information on the complaints process.

www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints