

Privacy Notice – Parking Enforcement and Notice Processing

This notice should be read in conjunction with the Council's general Privacy Notice: [Shropshire Council's privacy notice | Shropshire Council](#).

The details below provide additional details relating to the processing of Personal Data in relation to the provision of administering the parking enforcement and notice processing service.

Who we are and what do we do?

Shropshire Council's Parking Enforcement and Notice Processing Teams are a data controller under the data protection legislation as we collect and process personal information about you to allow us to follow the legal process of recovering the charge applied following the issue of a Penalty Charge Notice and for the purchase and issuing of a season ticket, resident parking permit or other permit.

How do we collect information from you?

We collect information from you when you visit the Shropshire Council website to apply for parking permits, garden waste permits, virtual car park stays, waivers and to pay, challenge or make a representation to a penalty charge notice.

We will collect the vehicle registration numbers, keeper details as recorded with the Driver and Vehicle Licensing Authority (DVLA) and any details of correspondence between parties involved in the case.

Vehicle and parking session details provided by our mobile parking provider, should you use our cashless parking solution (telephone, web or app).

We may also collect information provided to us by our Enforcement Agents.

What information do we collect?

Personal information is required to follow the legal process of recovering the charge applied following the issue of a Penalty Charge Notice and for the purchase and issuing of a season ticket, resident permit or any other permitted scheme ran via our Parking Permit system. Some information will have been provided directly by you, but we will only collect personal information we need to perform our functions. The data we may collect includes, but is not limited to the following:

- Name
- Address
- Vehicle registration number
- Photographic images taken of the vehicle parking in contravention of the parking regulations
- Images taken of vehicle by CCTV or ANPR of your vehicle driving through enforcement cameras in contravention of the regulations
- Utility Bills (for processing of resident permits)
- Contact details including phone numbers and email addresses
- Financial details

We may collect the following special category data:

- medical information provided as part of the appeals process, where grounds relating to health are relied upon when appealing against a PCN.

We use your information to:

- recover penalty charge notice charges
- deliver the service, or handle your query
- plan and improve the services we offer
- detect and prevent crime or fraud
- research, however this would be in anonymised form unless we ask for your consent to use your personal information for this purpose
- evidence positive outcomes to central government funding agencies
- fully test upgrades to the parking system in a secure test environment

We will only ask for personal information that is appropriate to enable us to deliver our services.

Who are we likely to share information with? This includes 3rd parties who share information with us

We may share your information with our service providers, who include but are not limited to

- IT software suppliers for technical purposes and maintenance of equipment, systems and data records
- DVLA
- HM Courts & Tribunals Service
- Council appointed enforcement agents
- Police
- Other Shropshire Council teams who support our service may also have access to your personal information to carry out their statutory roles (e.g. Blue Badge, Highways, Legal Services)
- National Fraud Initiative

If a penalty charge notice is not paid, we can request that it is registered as a debt. The Traffic Enforcement Centre at Northampton County Court require the name and address of the registered keeper of the vehicle (DVLA details) to do this. If it remains unpaid the name and address of the registered keeper will also be provided to an Enforcement Agent.

Your personal information may also be shared with regulatory and statutory bodies as required by law, such as to prevent and detect crime or fraudulent activity and internally with colleagues from other Shropshire Council Departments.

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

How is your information used?

We use your personal data only where we have a lawful basis to do so. This could be because the law tells us to do so. It could also be because we do so within the powers given to us in undertaking our public task of administering parking across the Shropshire Council area. These powers come from legislation below (this list is not exhaustive):

- The Traffic Management Act 2004.
- The Civil Enforcement of Parking Contraventions (England) General Regulations 2007.

- The Civil Enforcement of Parking Contraventions (England) Representations and Appeals Regulations 2007.
- The Civil Enforcement of Parking Contraventions (Guidelines on Levels of Charges) (England) Order 2007.
- The Traffic Management Act 2004 (Commencement No. 5 and Transitional Provisions) (England) Order 2007.
- The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2008.
- The Traffic Management Act 2004 (Commencement No. 5 and Transitional Provisions) (England) (Amendment) Order 2008.
- The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2009.
- The Civil Enforcement of Parking Contraventions (England) General (Amendment) Regulations 2015.
- The Civil Enforcement of Parking Contraventions (England) General (Amendment No.2) Regulations 2015.
- Operational and Statutory Guidance, Tribunals and Courts Enforcement Act, Civil Procedure Rules.
- The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022.
- The Civil Enforcement of Road Traffic Contraventions (Representations and Appeals) (England) Regulations 2022.
- The Transport Act 2000, section 144, Civil Penalties for Bus Lane Contraventions (sub section 4).
- Traffic Regulation Order (TRO) enacted under The Road Traffic Regulation Act 1984, section 1, sub section 3a.

Where we do not have statutory powers, we collect your personal information on consent (such as applying for a Garden Waste Permit).

Keeping your data up to date?

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

Research and statistics

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

How long will we keep your information for?

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regard to how long we keep your data.

What security precautions in place to protect the loss, misuse or alteration of your information?

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

Details of any automated decision processes

We do not make use of or use any automated decision-making processes (including profiling).

Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.