

Privacy Notice for Parking Services including enforcement of on and off-street parking

Service description

We provide a [parking service](#) and enforce the parking regulations for both on and off-street throughout the District of Dover. We carry out enforcement of on-street parking on behalf of Kent County Council.

Processing activity

In order to provide a parking service, it is necessary for us to collect and hold personal information about you.

We will process personal information relating to:

- Parking enforcement activities such as the issue of penalty charge notices and challenges to the issue of such notices
- Parking appeals
- Applications for and issue of parking dispensations also known as Waivers (trade services)
- Applications for and issue of resident parking permits
- Applications for and issue of visitor parking permits
- Applications for and issue of business car parking permits
- Applications for and issue of temporary parking permits
- Investigating and if applicable, prosecuting for blue badge misuse and breach of parking regulations

Information requirements

This information may include:

- Your vehicle registration number, vehicle ownership checks (through the DVLA), vehicle make and model, location of vehicle, civil parking offence details
- Your address, telephone number, email address
- Pay and display ticket or paid by phone parking session
- Notice to owner(s)
- Contact we have had with you, such as any correspondence, formal parking enforcement notices and PACE interview forms
- Images of your vehicle and registration plate
- Photographic, video and audio recordings, if the civil enforcement officer has activated their body worn video camera.

Lawful bases

Our lawful bases for processing your personal information are:

- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in us.
- Processing is necessary for the compliance with a legal obligation to which we are subject.

Reasons for processing special category and criminal convictions information

Some of the information that is collected and shared is classified as special category personal information or personal information consisting of criminal convictions and offences (including alleged offences). This is processed for reasons of substantial public interest under the laws that apply to us, such as where it is necessary for us to fulfil our legal obligations and regulatory requirements. We have a [Data Protection Policy](#) which sets out how this information will be handled.

Cashless parking

Our cashless parking service is provided by RingGo. RingGo is a data controller in their own right; their privacy policy can be viewed at <https://www.myringgo.co.uk/privacy>. Your vehicle registration number and mobile number will be notified to the civil enforcement officers who enforce the area in which you have parked. We are not notified of your name and address.

Data sharing

We may collect your personal information from the DVLA and share your information with enforcement agencies such as Phoenix Commercials Collections Limited for enforcing parking contraventions or with our agents during the course of debt collection. Your information may also be disclosed to third parties to aid with the detection and prevention of non-criminal acts that are nevertheless unlawful. We may also rely on a number of exemptions, which allow us to share information without needing to identify a lawful basis for the sharing and without needing to provide you with information about the sharing. Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Please refer to our [Corporate Privacy Notice](#) for further details of how we process your personal information and your rights.