

Privacy Notice
Durham County Council
Regeneration and Local Services
Parking and Transport Infrastructure Team
Parking

1. Who we are and what we do

Durham County Council
Regeneration and Local Services
Parking and Transport Infrastructure Team

The Parking and Transport Infrastructure Team is primarily responsible for the management of civil parking enforcement, controlled parking zones and areas, Durham road user charge, Durham park and ride, blue badge enforcement, the County's bus stations and off street car parks.

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

For the purposes of Data Protection, Durham County Council is the Data Controller for your information.

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

We may collect the following types of Personal Data:

- 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
- Blue badge number
- Tenancy/mortgage agreement
- Vehicle insurance document
- Vehicle registration document
- Driving licence details

- Financial information to support parking appeals
- Body camera footage of interactions with a civil enforcement officer

Special Category Data

- Medical information to support parking appeals, carer permit applications, or to identify a debtor as 'vulnerable'

How we collect your Personal Data

We may collect your Personal Data in a number of ways, for example:

- When you apply for a parking permit;
- 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 apply for an account or exemption from the road user charge

3. What is our power to obtain and use the personal data?

The legal basis for collecting and processing your personal information is as follows:

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

Public task: the processing is necessary for us to perform a task in the public interest or for our official functions.

Consent: the data subject has given explicit consent

Article 9

Applicable Conditions for processing special category data are known under Article 9.

When we collect special category personal information we rely on one of the following:

Legal Rights: processing is necessary for the establishment, exercise or defence of legal claims or whenever courts are acting in their judicial capacity

4. What is your personal information used for?

Durham County Council's Parking and Transport Infrastructure team holds 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 enforcement contractor.

5. Will your personal information be shared?

We 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)
- Enforcement Agents (to recover debts on our behalf)
- Driver and Vehicle Licensing Agency (DVLA)

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.

6. 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.

7. 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 service will determine how long we have to keep it.

The type of service you receive will determine how long we have to keep your information. Our [corporate retention guidelines](#) show how long we keep information for different services

The retention periods for this service are as follows;

Penalty Charge Notice photographs (after closure of PCN)	1 year
PCN Data	6 years (5 + current year)
Scanned correspondence images	6 years (5 + current year)
Scanned Correspondence documents (hard copy)	3 months
Unallocated correspondence	2 years
Permit application forms	2 years
Permit data	6 years (5 + current year)
Financial transactions	6 years (5 + current year)

8. Is your personal information processed overseas?

We don't process your personal information outside the EU.

9. 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.

10. What are your Information Rights?

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

- Have any inaccuracies corrected;
- Have your personal data erased;
- Place a restriction on our processing of your data;
- Object to processing; and
- Request your data to be ported (data portability).

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

DPO,
Floor 4 Room 143-148,
Durham County Council
County Hall,
Durham
DH1 5UF

You also have the right to request a copy of the personal information council holds about you. To do this, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at dataprotection@durham.gov.uk

To learn more about these rights please see the [ICO website](#).

Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at DPO@durham.gov.uk or by calling 03000 268050

If we have not been able to deal with your complaint, you can also contact the [Information Commissioner's Office](#):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510