

# Conditions Of Use

## Road User Charge – Online Payments

1. Road users may pay online for the Durham Road User Charge by registering for a back-office account.
2. The account holder may log into their account either in advance or by midnight on the day the road was used to pay the charge. If the charge is not paid by midnight on the day the road was used, the registered keeper of the vehicle will be liable for the issue of a Penalty Charge Notice (PCN).
3. It is the responsibility of the account holder to ensure that the Vehicle Registration Mark (VRM) is entered correctly on the system. If a VRM has not been added correctly then the registered keeper will be liable for the issue of a PCN.
4. The back-office system will accept payment on non-chargeable days and it is the responsibility of the account holder to ensure that the correct date and issue period has been purchased.
5. No refunds will be issued, and payment is non-transferable to another date, vehicle, or onto another account.
6. The Council has the right to withdraw or cancel an account at any time. You will be notified of the withdrawal or cancellation in writing at the email address supplied with the account. The account will be invalid three working days after notification in writing is sent.
7. The account will become invalid where the charging authority or its agent has reasonable cause to believe that the information provided upon registration for a Road User Charging Account is materially incorrect
8. You must produce evidence that you are entitled to an account when asked to do so by a representative of the Council.
9. You must obey the law relating to parking and obstruction of the highway. Payment of the road user charge allows access into the road user charging area only and does not allow parking in contravention of the restrictions in place. Any penalties incurred for parking on yellow line restrictions, disabled bays, loading bays etc. are the responsibility of the vehicle owner.
10. Where an Authorised Officer of the Council has reasonable cause to believe that an account issued in accordance with these conditions has been wrongly acquired or not used in accordance with these conditions or there was intent to deceive, the officer may invalidate the account supplied to the account holder.
11. If action is taken following a breach of these conditions, an account holder may make a representation to Durham County Council's Parking Manager for a review of their case.
12. Abuse or continued misuse of an account will result in suspension of issue of further vouchers and the right to reapply will be reviewed annually.
13. By using an account the account holder accepts these Conditions of Use.
14. Applicants are advised that the data held by Durham County Council in respect of their account may be used for cross-system and cross authority comparison purposes for the prevention and detection of fraud. For further information see <http://www.durham.gov.uk/article/2535/National-Fraud-Initiative>

### Data Protection Act 2018 –

- Durham County Council complies with all relevant statutory obligations. Personal information processed by the Council will be handled in accordance with the Council's privacy statement, which can be accessed here <https://www.durham.gov.uk/dataprivacy>.
- Parking Services' privacy notice provides more specific information on the data collected and how it is handled, a copy of which can be accessed here <https://www.durham.gov.uk/dataprivacy> under Roads and Transport.
- If you have any concerns about how your data is handled, please contact either the Data Protection Officer at [DPO@durham.gov.uk](mailto:DPO@durham.gov.uk) or the Information Commissioner's Office [casework@ico.org.uk](mailto:casework@ico.org.uk).