

Privacy Notice for Parking Enforcement

Purpose for processing your information

To enable the Local Authority to issue and process Penalty Charge Notices under the law and to process any associated correspondence and legal notices, collect payment and collate evidence for appeals to independent tribunal.

We collect the following information:

- Personal details
- Company details
- Vehicle Registration Number
- Make and Model of Car
- Forwarding and/or contact addresses
- Payment details
- Financial details
- Bank details for refunds
- Contact Details including telephone number and email

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

How we collect your information

Information can be collected from :-

You
DVLA
Traffic Enforcement Centre
London Tribunals
Solicitors and other representatives
Enforcement Agents
Lease & Hire Companies
Internal Departments

Information will be collected using different methods including by letter, email, face-to-face, online forms, electronic transfer of information from Courts, Tribunal.

Who the information is shared with

We will share information with staff employed within the Parking Enforcement Team, other internal departments, DVLA, Traffic Enforcement Centre, enforcement agents, London Tribunals or where consent has been given with 3rd parties including voluntary organisations e.g. Citizens Advice Bureau.

Information will usually only be shared to enable us to issue or enforce Penalty Charge Notices.

How long do we keep your information?

Your information will be held for up to 6 years after the Penalty Charge Notice has been fully processed and shows as settled.

Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The new General Data Protection Regulation also gives you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [request](#) page.

If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it via parkingenforcement@harrow.gov.uk

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints](#) page.

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can [report a concern by visiting the ICO website](#).

Automated Decision Making

There are automated processes which will generate a notice increasing the PCN charge as well as progressing recovery including instructions to Courts and Enforcement Agents. You can request that this action is reviewed by a member of staff if you would like to do so. Details about how to do this are via our website.

To submit a review visit our [request](#) page.

Changes in your circumstances

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.