

University Of Essex - Parking Privacy Policy

University Of Essex takes its obligations with regard to your personal information seriously and is committed to ensuring your personal data is protected in accordance with its legal obligations outlined within the Data Protection Act 2018 and GDPR (General Data Protection Regulation). This privacy notice describes how the University Of Essex, in its various roles as both a Data Controller and a Data Processor, collects, uses and protects your personal information associated with the use of our parking services. University Of Essex is registered with the Information Commissioner's Office (ICO)

For any further information, please contact the Data Protection Officer at dpo@essex.ac.uk

Why we need to process your personal information?

- We process information about you in a number of ways; to enable you to use our parking facilities; to help us monitor the environmental impact of your use of our parking facilities by gathering use journey data and journey origin data and to assist us in developing more environmentally sustainable modes of transportation.
- We will also process your personal information if you have received a Parking Charge Notice (PCN), to process your challenge/representation or appeal, including if applicable, taking payment. If the case remains unchallenged and unpaid, we may have a legal obligation to pass case information our authorised enforcement agents. If it goes to appeal, we have a legal obligation to pass information to the Traffic Parking Tribunal.
- If you have contacted us and require us to reply to you, your information is needed to enable us to make contact with you

What information do we need to collect?

The information we collect to enable us to provide you with our parking services includes;

- You title, name, postal address, email address, telephone contact numbers, vehicle details, vehicle registration mark (VRM), a copy of your University ID card and/or UK Drivers Licence and Automatic Number Plate Recognition (ANPR,).
- CCTV related images of your vehicle, in accordance with the University's CCTV system policy
- Static images taken by University staff and traffic wardens and other staff for use as part of PCN evidence and security.
- If you are paying a Parking charge or fine we will need to collect your debit or credit card details, your payment card details, bank details and transaction history.
- In some cases we may also hold special category data (sensitive data) such as any relevant medical history (only if applicable to an application for a permit or challenge, representation or appeal to a PCN)

How we collect your information

The information we hold about you comes from your registration for parking and the creation of an account for you, if you enquire about our parking services through our websites, car park bookings, Parking Charge Notice (PCN) payments and parking permits. We may also collect information about you that you share with us via email, the post, over the phone or from discussions with you.

How we use your information

We lawfully process your information to fulfil the contract we have with you and to enforce non-compliance of our car parking Terms & Conditions and to help us monitor the environmental impact of your use of our parking facilities and assist us in developing more environmentally sustainable modes of transportation.

Who we will share your information with

Information about you that we collect to fulfil our parking services will be shared with University of Essex enforcement staff, customer services and accounts (name and payment details only), our ICT Department and other departments across the University Of Essex in the provision of our parking services and in fulfilment of the terms and conditions we have in place with you.

We also share information about you with our service providers, FlowPro Ltd, operating as Park Smart, who manage our car parking facilities, deal with payment for some types of parking permit as well as visitors, the processing of our Parking Charge Notices and Web-based services relating to their provision of parking facilities for us.

Apart from sharing information about you with FlowPro Ltd, who act as our Data Processors and are subject to both the data protection legislation and contractual obligations to the University, we will not sell or share personal information about you with third parties without your consent unless the law allows us to. We are required by law, to pass on some of your personal data to:

- The DVLA to request details of the registered keeper of the vehicle in order to enforce non-compliance of our car parking Terms & Conditions
- Third parties such as, POPLA (at your request), and Debt Collection Agencies, Bailiffs and Courts in relation to unpaid Parking Charge Notices.
- Law Enforcement Agencies in circumstances where we have reason to think a criminal act may have been committed

Please note that our third party providers are bound by UK privacy law and the terms of the contracts we have with them.

We WILL NOT share your information with any external party for marketing or promotional purposes.

How long will we keep information about you?

We keep information about you for 2 years, which is the minimum required by the DVLA. After this point, unless you continue to use our parking services and/or there are legal proceedings pending regarding any suspected criminal activity and/or penalty charges, we will delete any information about you from our systems, that we have collected in associated with the provision of parking services.

How we will tell you about future changes to this privacy notice

Any changes we make to our privacy notice will be put on our website. Please check for updates from time to time so you are always fully aware of what information is collected and how it is used.

Please also see Privacy Notice for Transport, Parking Management and Registration Scheme for Colchester Campus Parking.

Last Updated: September 2020