

Privacy Notice for off street Car Parking

Service description

Canterbury City Council provides off street car parks across the district. Some of these car parks are barrier controlled and operate Automatic Number Plate Recognition (ANPR).

Processing activity

In order to provide our service, it is necessary for us to collect and hold personal information about you. The information collected and held will vary and depend on the nature of the service. We will process personal information relating to:

- Providing you with an online account.
- Charging you for periods of parking.
- Processing payment transactions.

Information requirements

If you register for an online account:

- Name, address, phone numbers, email address, password, credit or debit card details, vehicle registration plate, vehicle make, vehicle model, vehicle colour. Also, if you hold a Blue Badge you can provide details of this (reference number, image of badge, details of up to two linked vehicles) to benefit from discounted charges.

We use this information to provide you with an online account, to charge you for parking activity relating to the vehicles you link to your account and to process payments for those charges.

If you use a car parks with ANPR:

- Images of the vehicle entering and leaving the car park. Please note these images are restricted to the number plate area of the vehicle. Date and time of entering and exiting the car park. If you have an online account payment will be made using the credit or debit card details you have linked to that account.

We use this information to charge you for parking activity and to process payments for those charges.

If you use a car park without ANPR:

- Vehicle registration plate, vehicle make, vehicle model, vehicle colour.

We use this information to record which vehicles have paid for parking.

If you pay for parking by credit or debit card at a car park machine or by phone:

- Credit or debit card details.

We use this information to process your payment.

If you pay for parking by using a payment service offered to you by [Ringo](#) the following may be shared with us:

- Vehicle registration plate, vehicle make, vehicle model, vehicle colour. Period of parking paid for including date and time.

Lawful bases

Our **lawful bases** for processing your personal information are:

- Public Task based on The Road Traffic Regulation Act 1984.

Your rights

Your rights depend on the lawful basis we are relying on. More information is [available here](#).

Data Processors

Canterbury City Council use a range of data processors in providing our car parking service:

- Information relating to having an online account with Canterbury City Council is processed by [Jadu](#).
- In relation to ANPR car parks:
 - Records of parking activity are processed by [Sagoss](#).
 - Payments made by credit or debit card at a local machine are processed by [Advam UK Ltd](#).
 - Payments made by having an online account with Canterbury City Council are processed by [CreditCall \(now NMI\)](#).
- In relation to non ANPR car parks:
 - Records of parking activity are processed by [Parkeon](#).
 - Payments made by credit or debit card at a local machine are processed by [3C](#).

Data sharing

To process credit or debit card transactions Canterbury City Council shares your credit or debit card information with Worldpay.

Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Retention

We **keep** your personal information for the minimum period necessary. The information outlined in this Privacy Notice will be kept in accordance with our Retention Policy. All information will be held securely and disposed of confidentially.

Please refer to our Corporate Privacy Notice at www.canterbury.gov.uk/dataprotection for further details of how we process your personal information and your rights.