

Privacy Notice for issuing Virtual Permits

Who we are:

Library and Resident Services
Royal Borough of Windsor and Maidenhead
St Ives Road
Maidenhead
SL6 1RF

Lawful basis for processing information:

Traffic Management Act 2004

How we collect information:

Information is collected from you or for under 16 year olds from a parent or guardian, when forms are filled in or by completing our online forms on our website by yourself or by giving the information over the phone.

Information that is collected

We collect information about name, address, telephone number, date of birth, vehicle details, insurance details and residency details.

How we use the information provided:

Staff use personal information as above to assess eligibility for the requested parking permit.

Who has access to the information about you?

- Police for parking enforcement (security) and the prevention and detection of crime.
- Royal Borough of Windsor and Maidenhead Financial Control: If you make payments online or self-service kiosks, we will share the information you enter with our Financial Control department to process your payments.
- Royal Borough employees where appropriate (e.g. to resolve an enquiry; for complaint investigation).

Who we may share your information with:

NSL (Enforcement), Police, Audit organisations.

How long we store your information:

Records are kept for maximum of five years.

Does your service utilise automated decision making?

We do not use Automated Decision Making.