Privacy Notice Parking Enforcement

Who we are:

Parking Town Hall
St Ives Road
Maidenhead
SL6 1RF

Lawful basis for processing information:

Traffic Management Act 2004

Article 6 (1)(e) of the General Data Protection Regulation- processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

How we collect information:

Personal data is provided by the customer by completing our online form on the council’s website, by email or post. Information may also be provided to us from Royal Borough of Windsor and Maidenhead Customer Service Centre, vehicle hire company or the Drivers Vehicle Licensing Authority (DVLA).

Categories of information:

Name, address, contact details, date of birth, vehicle details, insurance details, residency details and evidence supporting application/appeal

How we use the information provided:

The information is used to:

Contact the registered keeper/driver of the vehicle to advise of any action to be taken

Recover unpaid charges

Assess eligibility for a parking permit

Carry necessary investigation of reported abandoned vehicle.

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Who has access to the information about you:

The council’s parking contractor and the parking team have access to this information, along with authorised users of our Customer Relationship Management system where appropriate to resolve an enquiry.

Who we may share your information with:

Depending on the nature of the enquiry information may be shared with the following Royal Borough Internal departments: Parking, Commissioning-Communities, Financial Control, Councillors.
External companies: NSL (http://www.nsl.co.uk/)
Traffic Penalty Tribunal
Traffic Enforcement Centre
Rundles Bailiffs
Jacobs Bailiffs
Auditors
Police where lawfully required to do so.

How long we store your information:

Records are kept for 5 years

Does your service utilise automated decision making? – No