

# Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. We collect personal data to help us to work with you and to understand and plan the services you need.

Date of Issue: 14 May 2018

Update History:

14 May 2018	First issue of a new Privacy Notice
13 April 2022	Minor amendment to contact details of the Data Protection Officer
27 September 2024	Information about National Fraud Initiative

Directorate: Economy & Environment  
Service: Transport and Countryside  
Team: Parking

## About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council  
Market Street  
Newbury  
Berkshire  
RG14 5LD

ICO Registration Number: **Z6825178**  
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

## The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:  
[www.westberks.gov.uk/dpofficer](http://www.westberks.gov.uk/dpofficer)

## What data will we collect about you?

When a **Season Ticket; or a Resident Permit; or a Resident Visitor Permit** is issued we will record:

- the registration number of the vehicle
- the name and address of the applicant
- the date the season ticket, Resident Permit or Resident Visitor Permit was issued
- the car park(s) where the season ticket will be used; or the zone where the Resident Permit or Resident Visitor Permit may be used

Where a Resident Permit or a Resident Visitor Permit has been issued we may ask you to supply supporting documents to validate your residency or to prove you are the registered keeper of the vehicle. The proof of residency may include a Council Tax bill; utility bill; or Rental Agreement. The proof of vehicle keepership may include the V5 document issued by DVLA; an invoice for the purchase of the vehicle when it has very recently been purchased; or a letter on an employer's headed stationery where the vehicle is leased by a company or where a vehicle is permanently allocated to a named person. Where these documents are sent by e-mail the e-mail and the attachments will be permanently deleted after checking: when sent by post the documents will be securely shredded after checking.

When you **pay** for the season ticket, Resident Permit, or Resident Visitor Permit notice we will record the date of the payment and the method of payment.

### **What will we use your data for?**

Depending on the circumstances for which we've collected the data, we will use it for purposes of parking enforcement. The vehicle's details and the details of the validity of your season ticket, Resident Permit, or Resident Visitor Permit will be available for inspection by the Council's Civil Enforcement Officers via their hand-held-computer-terminal. This information may also be used if you incur a penalty charge notice and make an appeal.

Your personal data will not be shared outside of the ways described in this Privacy Notice, and will not be used for purposes other than enforcement according to local parking regulation and bye-laws. Data may be shared in relation to any statutory requirement, including for the prevention and detection of fraud. Data will be supplied as part of the National Fraud Initiative. Further information can be found at <https://www.gov.uk/government/collections/national-fraud-initiative>

### **Who will see your data?**

Your data will be seen by authorised West Berkshire Council staff employed in the Transport and Countryside service.

Applications made season tickets, Resident Permits and Resident Visitor Permits and for the administration of season tickets, Resident Permits and Resident Visitor Permits the Council uses a system called MiPermit provided by Chipside. Data will therefore be shared with Chipside staff. You can read more about their privacy policy here: <http://www.chipside.com/terms>

### **Why are we doing this?**

Processing of the information season tickets, Resident Permits and Resident Visitor Permits is necessary in the public interest and in the interests of West Berkshire Council as a public authority. You don't have to consent to give us information in these circumstances, but failing to do so will affect the Council's ability to consider your application or to provide assistance and guidance to you.

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If we use the information in relation to a penalty charge notice we are legally processing your data with regard to penalty charges under the requirements of the Traffic Management Act 2004. As such, there is no legal right to refuse processing as we are legitimately required to do so by UK law. Maintaining a parking enforcement process means we also process data as a public authority in the public interest.

There is no right to refuse processing where penalty charges apply.

There's more on your rights below (see "Your Rights").

### **How long will your data will be kept?**

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule ([www.westberks.gov.uk/retention](http://www.westberks.gov.uk/retention) ).

### **How is your data stored and processed?**

Your data will be held on the Council's penalty charge notice processing system provided by Chipside and will be protected using up-to-date technical and organisational security measures.

### **Transfer overseas**

Your data will not be stored or sent outside of the UK

### **Your rights**

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form ([www.westberks.gov.uk/dprequest](http://www.westberks.gov.uk/dprequest) ) that also allows you to make a request for us to take action about something.

### **Complaints**

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/> ), but you can also do so in writing to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

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