

Privacy Notice – Residents’ Parking Permits

Data Controller

Inverclyde Council is the Data Controller. Inverclyde Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Our head office is located at Municipal Buildings, Clyde Square, Greenock, PA15 1LY.

Data Protection Officer

If you would like to contact our Data Protection Officer about a data protection matter, please contact the Information Governance Team using the contact details for the Council set out above or by email at dataprotection@inverclyde.gov.uk.

What information do we need?

The personal information we may gather and use from your application form submitted online or by post includes:

- name and address
- telephone numbers
- email addresses
- vehicle registration

Why we need this information?

You are giving us your personal information to allow us to process your application for a Residents’ Parking Permit, including allowing us to assess your application for a permit and issue it if eligible after payment. We also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using information

The Council provides these services to you as part of our statutory function as your local authority. You can find more details of our role on the [Council’s website](#).

Processing your personal information is necessary for the performance of a task carried out in the public interest by the Council. The Council is carrying out its statutory functions under the Road Traffic Regulation Act 1984 and relevant Traffic Regulation Orders (TROs).

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

What we will do with your information?

We will use your information for the management and enforcement of the Parking Permit Scheme

areas and permit parking areas in Off and On street parking areas as designated under the relevant TROs issued by Inverclyde Council.

We may also use your information to notify you that your permit is due to be renewed and to notify you of any requirement to suspend parking in the location your vehicle is parked in the event of an emergency.

All of the information we collect from you will be processed by staff in the United Kingdom.

Inverclyde Council will sometimes need to share your personal information with other Council Services and with external organisations involved in delivering services on our behalf. The Council may also need to provide personal information to third parties. Organisations who we may share your information with include:

- DVLA (to pursue Penalty Charge Notices)
- Police Scotland
- Debt management partners for recovery of outstanding amounts
- Judicial agencies e.g. courts for civil action
- Appeals administrators

The Council will only share information with these organisations where it is appropriate and legal to do so.

This Council is required by law to participate in National Fraud Initiative (NFI) data matching exercises and information may be provided to the Cabinet Office for NFI purposes and will be used for cross-system and cross-authority comparison for the prevention and detection of fraud.

The Council analyses your information internally to help us improve the Council's services. This data sharing is covered in the Council's full [privacy notice](#) on the Council's website. It also forms part of the Council requirements in line with the Council Records Management Plan approved in terms of the Public Records (Scotland) Act 2011.

In general the Council does not transfer personal data outside either the UK or the European Union and on the rare occasions when it does so the Council will inform you. The Council will only transfer data outside the UK and the EU when it is satisfied that the party which will handle the data and the country it is processing it in will provide adequate safeguards for personal privacy.

How long will we keep your information?

The Council maintains a Policy for the Retention and Disposal of Documents and Records Paper and Electronic which sets out how long we hold different types of information for. This is available on the Council's website at [Data Protection Policy - Inverclyde Council](#) or you can request a hard copy from the contact address previously stated above.

Your Rights

Your personal data belongs to you and you have the right to:

- be informed of how we will process it;
- request a copy of what we hold about you;
- have it amended if it's incorrect or incomplete;
- have it deleted (where we do not have a legal requirement to retain it);

- withdraw your consent if you no longer wish us to process it;
- restrict how we process it;
- object to us using it for marketing or research purposes;
- object to us using it in relation to a legal task or in the exercise of an official authority;
- request that a person reviews an automated decision where it has an adverse effect on you.

The rights you have depend on what we use your personal data for.

Complaints

In addition, if you are unhappy with the way the Council has processed your personal information you have the right to complain to the UK Information Commissioner who can be contacted as follows:

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

Phone: 0303 123 1113 or visit the Information Commissioner's Office's [website](#).

but you should raise the issue with the Council's Data Protection Officer first.

Automated Decision Making

We will not use your data for any automated decision making.

More information

For more details on how the Council processes your personal information visit the [Council's website](#).

If you do not have access to the internet, you can contact the Council via telephone to request hard copies of our documents.