

You can find out more about us at www.causewaycoastandglens.gov.uk

Data Controller Name: Causeway Coast and Glens Borough Council
Address: 66 Portstewart Road, Coleraine,
Telephone: 028 7034 7034
E-mail: info@causewaycoastandglens.gov.uk

PRIVACY NOTICE

This privacy notice is to let you know how Car Parks & Concessionary Trading within the Infrastructure, Energy and Capital Works Service Area of Causeway Coast and Glens Borough Council will look after your personal information.

Our Standards:

The processing of personal data is governed by the Data Protection Act 2018 (DPA) and other relevant legislation. When we ask you for personal information, we will ensure that:

- you know why we need it
- we only ask for what we need and don't collect too much or irrelevant information
- we protect your information and make sure nobody has access to it who shouldn't have
- we will only process your data if we have a lawful basis to do so
- we only share it with other organisations when it is lawful to do so
- we don't keep it any longer than is necessary
- it is not made available for commercial use without your permission

Why Are You Processing My Personal Information?

Car Parks & Concessionary Trading is collecting and processing your personal information in order to perform a public task in regard to the administration of a permit system. This information will be used to assess whether the applicant meets the eligible criteria, if this eligibility criteria set by us is met, Council will provide a free parking permit in the designated car parks from 1 April 2025 to 30 September 2025.

Failure to supply the necessary details will prevent the Council from issuing a free parking permit for the designated car parks.

We will use your personal information to:

The personal information provided will be used to facilitate the operation of the scheme and conduct necessary eligibility checks. This information will support the application process, ensuring you can park for free under the agreed permit without incurring penalties.

What Type of Personal Information Are You Processing?

We will be collecting and processing the following types of personal information:

Applicant names, telephone numbers, addresses, email addresses, and number plates.

V5C Forms, Driving Licences and LPS Rates Bills are collected from the applicants as proof of identity and to confirm they are eligible for the scheme. The documentation includes personal identifiers which may include but not limited to names, addresses, date of birth, email addresses, contact numbers, car number plates, and VIN numbers.

Statistical data, such as the number of spaces allocated and the number of requests. This data will be used for statistical analysis, research into quality, customer experience, and usage trends. The information will be anonymised and will not allow for individual identification.

What is the Lawful Basis for Processing the Information.

Under UK GDPR Article 5(1)(a), Council will ensure your personal information is processed lawfully, fairly and in a transparent manner.

The lawful basis for processing your personal data is under the UK GDPR Article 6(1)(e). The processing is necessary for Council to perform a public task.

Council is committed to processing your personal data in accordance with the following Article 5 Principles set out in UK GDPR:

- 1(a) Personal Data is processed lawfully, fairly and in a transparent manner. (lawfulness, fairness and transparency)
- 1(b) Data will only be collected for specified, explicit and legitimate purposes. (purpose limitation)
- 1(c) Council will only collect information that adequate, relevant and limited to what is necessary for which they are processed. (data minimisation)
- 1(d) Information will be accurate and, where necessary, kept up to date. (accuracy)

- 1(e) Information will be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed. (storage limitation)
- 1(f) Information will be processed in a manner that ensures appropriate security of the personal data
- 2 Council shall be responsible for, and be able to demonstrate compliance with, paragraph 1 (accountability).

Who is the data controller and data processor?

Council is the data controller and determines the purpose and means of the processing of personal data.

Cark Park Services Ltd is the data processor and processes the personal data on behalf of the Council.

Where Do You Get My Personal Information From?

Information provided by the individual as part of an application process.
Information collected from you as part of an online registration process.

Do You Share My Personal Information With Anyone Else?

Your information will be held by Car Parks & Concessionary Trading within the Infrastructure, Energy and Capital Works Service Area of the Causeway Coast and Glens Borough Council.

Council will share your number plate information with Cark Park Services Ltd. Car Park Services Ltd are contracted by Council for the purpose of parking enforcement and require this information to ensure your vehicle can be added to a whitelist.

Council will not disclose your personal information to any other organisations unless there is a lawful basis to do so, and it is in compliance with Data Protection legislation.

Do You Transfer My Personal Information To Other Countries?

Council will not disclose any of your personal information to any other organisation outside of the UK unless there is a lawful basis to do so, and it is in compliance with Data Protection legislation.

How Long Do You Keep My Personal Information?

We will retain your personal information only for as long as necessary.

Personal Data retention.

Applicant names, telephone numbers, addresses, email addresses, and number plates will be retained for the duration of the scheme contract (6 months) and an additional year for auditing purposes.

The documentation provided as proof of identity and to confirm they are eligible for the scheme, will be securely destroyed within one month of identity confirmation.

For applicants whose applications are unsuccessful, all collected data will be retained for one year after refusal and then securely destroyed within one month for auditing purposes.

Statistical data, such as the number of spaces allocated and the number of requests, will be retained by the Council for as long as needed. This data will be used for statistical analysis, research into quality, customer experience, and usage trends. The information will be anonymised and will not allow for individual identification.

Car Park Services Ltd will retain all number plate information related to the whitelist for the duration of the contract term and for 3 years after the contract ends.

We keep personal information about you only for as long as is necessary to fulfil the purpose and in line with the Causeway Coast and Glens Borough Council Retention and Disposal Schedule, after which time it will be destroyed securely.

[Causeway Coast and Glens Borough Council Retention and Disposal Schedule](#)

Council may also keep it for longer in order to meet other legislative requirements, or to answer requests for information from ongoing or impending statutory inquiries.

What Rights Do I Have?

- You have the right to be informed that your information is being processed
- You have the right to erasure when your personal data is no longer necessary for the purpose for which it was originally collected or processed.
- You have the right to obtain access to your personal information.
- You can have your personal information rectified if it is inaccurate or incomplete.
- You have the right to restrict processing in certain circumstances.
- You have the right to object to the processing of personal information.
- You have a right to challenge automated decision making and profiling.

For further information on your rights, please contact the Council's Data Protection Officer:

Data Protection Officer: Data Protection Officer
Telephone: +44 (0) 28 7034 7034
Email: DPO@causewaycoastandglens.gov.uk

What We Ask of You

- Please make sure that any information you give us is as accurate and as complete as possible.
- Don't include personal information about another person (including your family members) unless you have told the individual concerned and they agree to it being supplied to us.
- Tell us as soon as possible if any of the personal information you have provided changes.

How Do I Complain If I'm Not Happy?

If you are unhappy with any aspect of how your personal information is being processed, please contact the Council's Data Protection Team:

Email: dpo@causewaycoastandglens.gov.uk

Your complaint will be dealt with using the Council's complaints process - further details on this can be found at

<https://www.causewaycoastandglens.gov.uk/council/comment-compliments-and-complaints>

If you are still not happy, you have the right to complain to the Information Commissioner's Office (ICO) – contact details are given below:

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

Tel: 0303 123 1113
Email: casework@ico.org.uk

<https://ico.org.uk/global/contact-us/>

Information Security

Any information carried over the Internet is not secure; information can be intercepted, lost, redirected, changed and read by other people. Any transmission is at your own risk.

Once we have received your information, we will use strict procedures and security features to mitigate unauthorised access and protect your personal data against unlawful processing, accidental loss, destruction and damage. We will retain your information in accordance with our Retention and Disposal Schedule.

We have implemented security policies, controls and technical measures to protect the personal data that we have under our control from:

- unauthorised access
- improper use or disclosure
- unauthorised modification
- unlawful destruction or accidental loss

All our employees, processors and sub processors who have access to and are associated with the processing of personal information, are obliged to ensure compliance with the Data Protection Act.

Further Information

For further information on how your personal information is used, how we maintain the security of your information and your rights to access information that we hold on you, please contact us using our secure online contact form (insert hyperlink to <https://www.causewaycoastandglens.gov.uk/contact-us>).

Or you can call us on 028 7034 7034 or e-mail info@causewaycoastandglens.gov.uk