

Wing Parking Ltd – Privacy Notice

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1. Privacy Notice & Contact Information

- 1.1 This privacy notice is to let you know what happens to any personal data that we collect, or you give to us.
 - 1.2 We are Wing Parking Ltd, Plaza 668, Hitchin Road, Luton, Beds, LU2 7XH. We are the data controller for your personal data.
 - 1.3 We have a dedicated data protection officer (DPO). If you have any queries about our privacy notice, or if you wish to exercise any of your rights detailed below, or you wish to contact our DPO, you can contact us by writing to: The Data Protection Officer, Wing Parking Ltd, Plaza 668, Hitchin Road, Luton, Beds, LU2 7XH. You can also contact us by phone or email using the contact details on our website. Although you may telephone regarding general queries, any formal requests must be made in writing.
 - 1.4 To reflect changes in the law, or our operating procedures, our privacy notice may change. For up to date information, you should check our privacy notice whenever you use our website or submit personal information to us.
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2. Your rights under Data Protection laws

- 2.1 Under the General Data Protection Regulation (GDPR), Individuals have several rights. These include the right:
 - a) To complain to supervisory authorities. In the UK this is the Information Commissioners Office, (<https://ico.org.uk/>)
 - b) To withdraw consent to processing of their personal data
 - c) To restrict processing of their personal data
 - d) To access their personal data and have it corrected if it is wrong
 - e) To have their personal data deleted
 - f) To be told of the existence of any automated personal data processing
 - g) To object to certain types of processing (e.g. direct marketing and decisions based solely on automated processing)
 - h) To be told how long their personal data will be held for
 - i) To be provided with details of any appointed Data Protection Officer
 - 2.2 However, these rights may not apply in all circumstances. If you wish to exercise any of your rights, we will review if they are applicable or not at that time and inform you accordingly.
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3. Where do we obtain your personal information?

- 3.1 We collect information from several different sources including:
 - Our own staff
 - Vehicle owners and drivers,

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- Personal representatives of vehicle owners and drivers (e.g. assistants, employers/employees, friends, family, Citizen’s Advice Bureau, etc)
 - Other vehicle owners (e.g. appellants, vehicle hire companies, company vehicle owners)
 - Other members of the public (e.g. residents, other car park users)
 - Clients and their managing agents or legal advisors
 - Business partners or others who are a part of providing our services or operating our business or provide you with services
 - Approved Trade Associations (e.g. the British Parking Association)
 - Independent Appeals Services (e.g. Parking on Private Land Appeals)
 - Governmental Agencies, including DVLA
 - Credit Reference or Data Providing Agencies (e.g. Experian)
 - Debt Recovery and/or tracing agents
 - The “Emergency Services”, (e.g. the Police)
 - Publicly available directories and information (e.g. telephone directory, social media, internet, news articles)
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4. Sharing your personal information with others

4.1 We may share your information with the following third parties:

- Clients and their managing agents or legal advisors
 - Business partners or others who are a part of providing our services or operating our business or provide you with services
 - Governmental and other regulatory bodies (e.g. HMRC, HMCTS, DVLA)
 - Approved Trade Associations (e.g. the British Parking Association)
 - Independent Appeals Services (e.g. Parking on Private Land Appeals)
 - Other organisations and businesses who provide services to us such as debt recovery agencies, back up and server hosting providers, IT software and maintenance providers, document storage providers and suppliers of other back office functions
 - The “Emergency Services”, (e.g. the Police)
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5. What kind of personal information do we collect and hold?

5.1 The personal information collected, held and processed may include:

- Personal and contact details, (such as title, full name, contact details and contact details history)
- Date of birth, gender and/or age
- Records of your contact with us (such as via the phone number or by email or letter)
- The usage of our products or services, (including issue of permits or parking charge notices, and the history of that usage, including payment details)

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- Vehicle information, (such as registration number, make and model, colour, location, dates and times of observance or parking charge notice issue)
 - Information we obtained from third parties, (including information about insurance policies, vehicle tax, MOT, etc)
 - Personal information which we obtain from Credit Reference Agencies (including public information (for example, defaults, CCJs) and shared credit history, financial situation and financial history)
 - Information about your health or if you are a vulnerable customer, (for example if you are a blue badge holder)
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6. How do we use your personal information?

6.1 We use your personal information for the following purposes:

- The monitoring of car parks to determine if there has been any unauthorised parking or vehicles abandoned
 - To ensure compliance of drivers' obligations under the contract they enter when parking on private land, including the pursuit of debts incurred
 - Dealing with requests for a product or service, including permit applications, appeals and call outs
 - Updating your records, tracing your whereabouts and recovering debt
 - Managing any aspect of our product or services
 - The management and auditing of our business operations including accounting
 - To comply with legal and regulatory obligations
 - To share information, as needed, with clients, business partners, service providers
 - Where data is shared with Local Authority clients, this may be used by the client to handle appeals and to enforce tenancy agreements under the Housing Act 1985
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7. What is the legal basis for our collecting, processing and holding your personal information?

7.1 We rely on the following legal bases to use your personal data:

7.2 Contract – data processing is needed to fulfil our obligations under a contract with the data subject entered by them when parking on private land, including the pursuit of debts incurred

7.3 Legitimate Interests - data processing is needed for our legitimate interests and those of our clients for whom we operate. These include:

- Management of car parks including enforcement through the issue of parking charge notices and the recovery of charges and

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- The legitimate interests of our clients to protect their rights as landowners

7.4 Consent – data has been given with clear consent for it to be processed for a specific purpose, e.g. when a permit application form is completed, or an appeal submitted.

8 How to withdraw your consent

8.1 When we need to rely only on your consent to process personal data, that consent can be withdrawn by you at any time by you writing to the DPO as detailed above.

9 Changes in your personal information

9.1 If any of your personal information that you know we are keeping changes, you should tell us so that we can update our records. Please write or contact us using the contact details above and we will update your records as soon as we can.

10 Automated decision making

10.1 We do not currently use automated decision-making processes.

11 How long is personal information kept

11.1 Unless otherwise stated, we will hold personal information as follows:

- For as long as we have reasonable business needs, such as managing our relationship with you and managing our operations
- For as long as we provide goods and/or services to you and then for as long as someone could bring a claim against us
- For as long as required by legal and regulatory requirements or guidance.

11.2 Records will normally be kept for 6 years from the end of the accounting period to which the records relate.
