

Car Park Management Services Limited Manchester - Privacy Notice

Our contact details:

Address: Department 142, 19 Lever Street, Manchester, M11AN

Phone Number: 07836 648997

E-mail: dpo@cpmsmanchester.com

What is the nature of our data processing?

Car Park Management Services Limited Manchester (CPMS) provide car park management services. In order to perform car park management drivers are required to comply with contractual terms and conditions. Where terms and conditions are not adhered to, we may issue parking charges. In this instance, we will capture specific details of the vehicles and where applicable, images of any person in or exiting the vehicle

What type of information we have

When you use a car park managed by (CPMS), we may collect and process data including images of your vehicle with your Vehicle Registration Mark (VRM)

If we manage a car park we may collect additional information including:

- Payment details when payment for parking is required
- Customer details if you are a permit holder
- Contact details if you correspond with us

If the terms and conditions within the controlled land are breached we may issue a Parking Charge. When a parking charge is issued the data processed includes the recipients name and address, images of the vehicles, the vehicles details and the VRM.

If an appeal relating to a parking charge is received, or there is correspondence in any other way, you may provide us with additional personal data that we may process, including your VRM, name, address, email, phone number, parking charge reference number, IP address, and any other information you provide with your appeal or in any other correspondence.

How we get the information and why we have it

Images of your vehicle are captured on site, either by our parking attendants or via ANPR/CCTV cameras.

If you have received a Parking Charge and you are the registered keeper of the vehicle then your data has been provided by the Driver and Vehicle Licencing Agency (DVLA)

If you are not the registered keeper of the vehicle, then your data has been provided by:

- A third party who has confirmed that you were responsible for the vehicle on that date;
- A third party who has confirmed that you were driving the vehicle on that date;
- A third party who has confirmed that the vehicle was on hire or leased to you on that date.

If the parking charge is overdue then your data has been provided by either:

- A third-party credit reference agency.

Or

- If you are no longer living at the address provided by the DVLA, A third party now living at the property whom has confirmed that you no longer live at that address and has supplied a forwarding address

Lawful basis for processing

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are legitimate interest, to ensure that the car park is effectively managed and that the terms and conditions are adhered to.

Who do we share data with

We may share this information with:

- DVLA
- The International Parking Community

- Conformity
- The Appeals Service
- Agents who act on our behalf such as legal advisors including those who collect sums due such as debt recovery agents
- Landowners, managing agents and tenants of land within which we manage car parks
- Authorised agents such as subcontractors such as mail, email, print, IT, business process and payment service providers, credit reference agencies and collection agents.
- Where necessary for the purposes of preventing or detecting crime, we may share or be requested to share data about you or your vehicle with insurance companies, the police or other security organisations
- We may share data about the use of car parks we manage with companies providing marketing and analysis services. We will not share with them any data from which you or any other individual can be identified.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at dpo@cpmsmanchester.com OR Dept 142, 19 Lever Street, Manchester, M11AN if you wish to make a request.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113