

Data Protection Privacy Notice

Service: Environmental Health and Car Parks

Team: Car Parks

Processing activity: Processing penalty charge notices and appeals

The Data Controller

East Devon District Council's Environmental Health and Car Parking Service

Address: Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

Contactable by emailing carparks@eastdevon.gov.uk or by calling 01395 571780.

The Data Controller's Representative

Andrew Ennis, Service Lead, Environmental Health and Car Parks

Contactable by emailing aennis@eastdevon.gov.uk or by calling 01395 571780.

The Data Protection Officer

Henry Gordon Lennox

Contactable by emailing dataprotection@eastdevon.gov.uk or by calling 01395 517401.

Obtaining your personal information

We may have obtained information identifying you as the registered keeper of the vehicle being issued with a PCN from the DVLA. This will comprise your name and address.

Use of your personal information

We are using your personal information for the purpose of obtaining the payment of a fine issued under the Traffic Management Act 2004 on the basis of a legal obligation and public task and our contractual relationship.

Who will receive or see my personal information?

Your personal information will be available to be seen by those within the parking services team for the purpose of administering the fine and within support services (such as the Legal and Finance Teams) where necessary to carry out the purpose.

Externally, your name and contact information may also be shared with enforcement agents acting on the council's behalf for debt recovery.

We may also share information with our corporate safety officer when our staff safety is viewed as being at risk. Information may also be shared with partner agencies during safeguarding investigations and for fraud identification and prevention.

Your personal information will be stored securely and will not be accessible to anyone else, including other services within the Council, unless detailed above.

Retention

All your personal information will be held by us only for as long as is necessary and then in accordance with any legal requirements imposed upon us and the Council's retention schedule. For more information please go to our website to view our [Retention schedule](#)

Transferring personal information outside of the EU

Your personal information will not be transferred outside the EU or to any international organisations by the Council. It should be noted that the Council has no control over those accessing its online public registers nor what someone does with any information they obtain from them.

Your Rights

Whatever our use of your personal information you have the right of access to that personal information (this means confirmation that we are using your personal information, access to it as well as other detail) and the right to seek rectification if the information is inaccurate.

As we are processing your personal data on the basis of legal obligation and public task you also have the right to object and the right to restrict processing. As we are also processing information on the basis of our contractual relationship you have the right to data portability.

Also, if you object to our use of your personal information and there is no overriding legitimate interest for us to continue using it or we have used your personal information unlawfully or it is no longer necessary for us to have the personal information, the right to erasure is also available to you.

Details on each of these rights and to how you exercise can be found on our website in the [Your Rights](#) pages.

Complaints

If you are dissatisfied with the way the Council has used your personal information then you may wish in the first instance to make a complaint to the Data Protection Officer. This can be done by;

Writing to: Data Protection Officer, Information and Complaints, East Devon District Council, Blackdown House, Border Road, Heathpark Industrial Estate, Honiton, EX14 1EJ.

You can also email: dataprotection@eastdevon.gov.uk or call 01395 517417.

Alternatively, or if you remain dissatisfied following your complaint to the Data Protection Officer, you may lodge a complaint with The Information Commissioner. The Information Commissioner is the UK's independent body set up to uphold information rights. The ICO can help and advise you on all matters relating to data protection.

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

Tel: 0303 123 1113

Information Commissioner's Office [website](#)