

Service Area Privacy Notice

Parking Services

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website.

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

What council services are covered by this privacy notice?

Clean Air Zone Exemptions

This service is responsible for the issuing and management of Clean Air Zone exemptions.

How will this service use your personal data?

- We will use your personal data to enable Bristol City Council to fulfil its obligations as the Highway Authority and manage an exemptions application process for the Clean Air Zone.
- The service will use your data to establish whether you are eligible for a Clean Air Zone exemption.

Parking Permits

This service is responsible for the issuance and management of parking permits. The main function of this service is to regulate parking by ensuring only eligible vehicles can park in restricted zones, processing applications, and managing renewals or cancellations of permits.

How will this service use your personal data?

- We are collecting this data because it is in the public interest to process this in order for Bristol City Council to fulfil its obligations as the Highway Authority and manage the use of parking bays on the highway under the Road Traffic Regulation Act 1984 and relevant Traffic Regulation Orders (TRO) issued by Bristol City Council.



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Penalty Charge Notices (PCN)

This service is responsible for the issuance and management of Penalty Charge Notices. Its primary function is to enforce compliance with regulations by issuing penalties, processing payments, and managing any appeals related to these notices.

How will this service use your personal data?

- The data is used for providing the test and live systems we need to use to process Penalty Charge Notices.

Pay and Display and Pay on Foot

This service manages parking payments for both Pay and Display and Pay on Foot systems.

How will this service use your personal data?

- We will use this information for the management of the On and Off street parking area as designated under the relevant Traffic Regulations Orders issued by Bristol City Council.

Blue Badge Advisory Parking Bays

This service is responsible for issuing and managing Blue Badge Advisory Parking Bays. The main function is to provide designated parking spaces to Blue Badge holders.

How will this service use your personal data?

- We will use this data for the assessment of and continued management of the Advisory Disabled Persons Parking Bay Scheme.

Blue Badge

This service is responsible for the issuance and management of Blue Badges, including processing applications, administering renewals, and overseeing eligibility assessments.

How will this service use your personal data?

- We will use this information for the management, assessment and enforcement of Blue Disabled Persons Badges applied for and issued under the Chronically Sick and Disabled Persons Act 1970.

General Service Requests/Enquiry

This service is responsible for handling inquiries, requests and general assistance related to Parking Services.

How will this service use your personal data?



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- We will use this information for the provision and management of the service, as designated under relevant national legislation and Traffic Regulations Orders issued by Bristol City Council.

Suspensions and Coning

This service is responsible for the management of temporary suspending parking restrictions and installation of cones to reserve or restrict parking spaces.

How will this service use your personal data?

- We will use this information for the provision of the service and management of the On and Off street parking area as designated under the relevant Traffic Regulations Orders issued by Bristol City Council.

East Bristol Liveable Neighbourhood Exemptions

This service is responsible for the issuing and management of the East Bristol Liveable Neighbourhood scheme exemptions.

How will this service use your personal data?

- We are collecting this data to enable Bristol City Council to fulfil its obligations as the Highway Authority and manage an exemptions application process for the East Bristol Liveable Neighbourhood Scheme. Individuals will need to provide their personal information to prove they're eligible for an exemption.

What data we need to collect and use?

To provide these services, we will collect and use some or all of the personal information below:

Clean Air Zone Exemptions, Parking Permits, Penalty Charge Notices, Pay and Display and Pay on Foot, Blue Badge Advisory Parking Bays, Blue Badge, General Service Requests/Enquiry, Suspensions and Coning, East Bristol Liveable Neighbourhood Exemptions:

- Name,
- Address,
- Email address,
- Telephone number,
- Vehicle registration details.

Clean Air Zone Exemptions, Parking Permits, East Bristol Liveable Neighbourhood Exemptions:

- Council tax documentation issued by Bristol City Council including but not limited to Council Tax & Business Rates customer reference numbers,



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- Proof of residence including but not limited to; copy of lease or ownership, Rent Book, correspondence from a solicitor relating to the property purchase,
- A utility bill or bank statement which is less than three months old,
- Vehicle details including but not limited to registration number, make, model, colour, V5C details, details of ownership,
- Blue Badge serial numbers,
- Proof of employment and earnings, which could be a P60, payslips, self-assessment tax return or a letter from employer.

Parking Permits:

- Unique Property Reference Number (UPRN)

Blue Badge:

- National Insurance Number
- Personal medical details

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from the DVLA as this is a regulatory body.

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

Penalty Charge Notices

- Traffic Penalty Tribunal - [Privacy Notice - Traffic Penalty Tribunal](#)
- Traffic Enforcement Centre - [HM Courts and Tribunals Service privacy policy - GOV.UK](#)
- Marston Holdings Enforcement Agents - [Marston Holdings privacy notice - Marston Holdings](#)
- European Parking Collections agencies

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

Clean Air Zone Exemptions, Parking Permits, East Bristol Liveable Neighbourhood Exemptions:

- Chipside Ltd – Operators of “MiPermit” Digital Permit Management System on behalf of Bristol City Council - [Terms - Chipside](#)
- Modaxo (operating under the name Trellint) – Hosted Permit Case Management Systems - [Privacy Policy - Modaxo](#)



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Penalty Charge Notices:

- Modaxo – Hosted Permit Case Management Systems - [Privacy Policy - Modaxo](#)
- Hinton Rescue - Vehicle Removal Contractor
- Xerox - Postal PCN Appeal Scanning Contractor - [Xerox Corporation Privacy Policy](#)
- Intelliscope – Roadflow camera technology Contractor - [Privacy Policy | Intelliscope](#)
- SYSTRA – Financial forecast modelling - [Website Privacy Policy - SYSTRA UK](#)
- Telsolutions – Provision of additional communication services in relation to outstanding payments - [Privacy policy](#)

Provision of additional communication services in relation to outstanding payments. Outstanding payment details will be shared with Telsolutions prior to them making contact.

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Bristol City Council use Telsolutions data enrichment product that uses all publicly available data from [Experian](#), GB Group, [LexisNexis](#) and [Transunion UK](#) in order to enable Bristol City Council to obtain additional contact information for outstanding Penalty Notice recovery purposes.

Data subjects can make contact with Telsolutions by writing to their head office- 84 Greenways Business Centre, Harlow, Essex, CM19 5QE.

Data subjects can make contact with GB Group by writing to their head office-. The Foundation, Herons Way, Chester, CH4 9GB.

Pay and Display and Pay on Foot:

This data may/will be shared with Cashless parking providers so that payments for parking sessions can be checked and assist with enforcement processes.

- Cobalt Telephone Technologies LTD – Cashless parking provider - [Privacy Policy](#)

Blue Badge:

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf.

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We will/may share some of your personal information with appointed medical practitioners including any nominated GP so that an assessment of eligibility can be made as required to meet set criteria's. Additionally, data may be shared with enforcement teams, so that they can carry out investigations into unauthorised and fraudulent use.

These processors are:



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- NEC Software Solutions UK Ltd - Hosted Blue Badge Case Management system - [Privacy Notice - NEC Software Solutions](#)
- Government provided systems via - Providers of Blue Badges, on-line Blue Badge Application process, central database of Blue Badge Holders - [Privacy notice - GOV.UK](#)
- APS Group - Producer of Blue Badge - [Data Privacy Policy - APS](#)
- Valtech - Provider of operational systems - [Privacy statement - Valtech | Valtech](#)

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

What is the legal basis for our use of your personal information?

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our main privacy notice.

Our legal bases for using your personal information are to meet our legal obligations / exercise our tasks in the public interest:

Clean Air Zone Exemptions, East Bristol Liveable Neighbourhood Exemptions:

- Article 6(e) of the UK GDPR - Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Bristol City Council.
 - The council has official authority as a Highway Authority to manage the Clean Air Zone under the Transport Act 2000 and relevant Charging Order issued by Bristol City Council.

Parking Permits:

- Article 6(e) of the UK GDPR - Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Bristol City Council.
 - The overarching legal gateway for the processing is provided by section 111 of the Local Government Act 1972, which allows local authorities “to do anything... which is



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calculated to facilitate, or is conducive or incidental, to the discharge of any of their functions”.

- Our legal bases for using your personal information are to fulfil its legal obligations as the Highway Authority to manage the use of parking spaces under Traffic Regulation Order (TRO) issued by the Council under the Road Traffic Regulation Act 1984 and other enabling powers including but not limited to the Traffic Management Act 2004

Penalty Charge Notices:

- Article 6(e) of the UK GDPR - Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Bristol City Council. The official authority to undertake this processing is provided to the council by its designation as a Highway Authority and enables it to take enforcement action under the Traffic Management Act 2004 and Transport Act 2000.

Pay and Display and Pay on Foot, General Service Requests/Enquiry, Blue Badge Advisory Parking Bays, Suspension and Coning:

- Our legal bases for using your personal information is in order for Bristol City Council to fulfil its obligations as the Highway Authority and manage the use of the Highway and Off Street parking areas under Road Traffic Regulation Act 1984 and relevant Traffic Regulation Orders (TRO).

Blue Badge:

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

- Legal obligations: Chronically Sick and Disabled Persons Act 1970 also allow us to process not only personal information, but also special category data.
- Public task
 - ‘Article 6(e) of the UK GDPR - Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Bristol City Council. The overarching legal gateway for the processing is provided by section 111 of the Local Government Act 1972, which allows local authorities “to do anything... which is calculated to facilitate, or is conducive or incidental, to the discharge of any of their functions”.

How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below:

- **Clean Air Zone Exemptions** - We will hold information regarding your exemption for 1 year from the date of expiry of the exemption.



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- **Parking Permits** - We will/may hold this information for up to 6 years. The period of time we will hold this information is dependent on the requirement to hold financial data for 6 years.
- **Penalty Charge Notices** - We will hold this information for 6 years, in line with Bristol City Council's Document Retention Schedule (DRS).
- **Pay and Display and Pay on Foot** - We will/may hold this information for up to 6 years.
- **Blue Badge Advisory Parking Bays** - The period of time that we will hold this data for will depend on the length of time that the Advisory Disabled Parking Bay remains at the agreed location. The length of time is determined by the continued need for the service.
- **Blue Badge** – The period of time that we will hold this data for will depend on the status of the Blue Badge issued. The normally life of a blue Badge is 3 years, but relevant data may be held for up to 6 years to assist in any appeal process, renewal process and/or for the purpose of any enforcement action against fraudulent use.
- **General Service Requests/Enquiry** - We will/may hold this information for up to 6 years.
- **Suspensions and Coning** - We will/may hold this information for up to 6 years.
- **East Bristol Liveable Neighbourhood Exemptions:** We will hold information regarding your exemption for 1 year from the date of expiry of the exemption.

After this, your personal information will be deleted.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about your rights can be found in our [main privacy notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
College Green
Bristol
BS1 5TR

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

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Website: <https://ico.org.uk/>

Next annual review date: 4th March 2027.

Version number for this privacy notice: 2