Bolton Council

Privacy Notice for Parking Services

Reviewed Sept 2026
V2.1



Parking Services

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for:

- Members of the public

It describes how we collect, use and share personal information about you

- In relation to parking services
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used and will include parking enforcement, parking appeals, correspondence, parking suspension and dispensations, parking permits, resident permits and card payments for parking.

Please ensure that you include the correct Penalty Charge Notice (PCN) reference within any correspondence with the council or when making payment. If the reference is inputted incorrectly, this could result in your PCN continuing through the process and your appeal or payment not being actioned.
Please note that your PCN starts with the prefix BO and is followed by 8 digits.

Purposes

We collect your personal information for the following purposes:

- Carry out parking enforcement under Civil Parking Enforcement
- Deal with your challenges, queries and formal appeals in respect of Penalty Charge Notices
- Process applications and issue parking suspensions and dispensations
- Process applications and issue resident permits
- Process applications and issue parking permits
- Take payments for parking permits, resident permits, Penalty Charge Notices and parking suspensions and dispensations
- Prevent or detect crime and disorder
- Investigate fraud or misuse of public funds
- In connection with legal proceedings

Categories of personal data

In order to carry out these purposes we collect and obtain:

- Basic details of your vehicle such as vehicle registration number, vehicle ownership checks (DVLA), vehicle make and model, location of vehicle, civil parking contravention details.
- Basic details about you such as name, address, telephone number, email address.
- Contact we have had with you, such as any correspondence and formal parking enforcement notices.
- Photographs and CCTV footage if the civil enforcement officer has activated their body worn video camera or hand held camera.
- Video footage of vehicles contravening bus lane and moving traffic restrictions.
- Your credit/debit card details if you have paid for a service by card.

Legal basis for processing

The legal basis for processing your personal information is:

- you have entered into a contract with us (e.g. parking permits, resident permits, parking suspensions and dispensations)
- performing or exercising obligations under law
- in the public interest or in the exercise of official authority
- fraud prevention
- where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

Information sharing/recipients

We may share personal information about you with the following types of organisations:

- DVLA (Driver and Vehicle Licensing Agency
  In order to identify the registered keeper of a vehicle at the date of the contravention, for the purpose of the enforcement of a Penalty Charge Notice (in accordance with The Civil Enforcement of Parking Contraventions (England) General Regulations 2007) or for the consideration of prosecution in any other related matter, we may contact the DVLA and provide them with the details known to us.

- The Traffic Penalty Tribunal (TPT)
  Provide an independent service for considering formal appeals against penalties issued for parking, bus land and moving traffic contraventions in England (outside London) and Wales.

- TEC (Traffic Enforcement Centre at Northampton County Court)

  Register outstanding debts for penalty charge notices and authorise Warrants of Control for collection by Enforcement Agencies.

- Newlyn PLC
  Newlyn recover outstanding debt owed to the council for penalty charge notices issued in respect of Civil Parking Enforcement.

- CDER Group
  CDER recover outstanding debt owed to the council for penalty charge notices issued in respect of Civil Parking Enforcement.

- Marstons
  Marstons recover outstanding debt owed to the council for penalty charge notices issued in respect of Civil Parking Enforcement.

- NSL Ltd
  The council's Enforcement Contractor will access information for the purpose of monitoring, training and complaint handling of Civil Enforcement Officers and for investigating PCN appeals.

- National Fraud Initiative
  This authority is under a duty to protect the public funds it administers, and to this end may use the information you have provided for Residents and Visitors permits for the prevention and detection of fraud. It may also share this information with other bodies responsible for auditing or administering public funds for these purposes.

- Unity 5
  Unity 5 hosts the IT system (ZatPark) and provides support and maintenance for the IT system used to issue and process penalty charge notices.

- Videalert provides cameras and the support and maintenance for the IT system used to issue Regulation 10 and bus lane penalty charge notices.

- Greater Manchester Police – or any Police Force as required
  Police Officers may be provided with information for the detection and/or prevention of crime.

- Motoring Organisations such as the RAC and the AA or independent breakdown and recovery agents for the purposes of verifying evidence.

We will not normally share your information with organisations other than our partner organisations without your consent; however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Only the minimum information for the purpose will be shared.

As well as information collected directly from you, we also obtain or receive information from:

- NPP (National Parking Platform) - This provides users of the on street pay and display parking bays the option of paying to park by phone and app.

- NCP Ltd - NCP manage and maintain some of the Council car parks (Primarily in Bolton Town Centre) and Bolton Council may request customer details for the purpose of monitoring, complaint handling and administration of the Council's salary sacrifice permit parking scheme.

Automated Decisions

For this service:

- All the decisions we make about you involve human intervention.

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising your rights or alternatively visit the Information Commissioner's web site at www.ico.org.uk.

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk.

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details.