

African Caribbean Care Group
Car Park Privacy Notice

Our Contact Details:

Name: African Caribbean Care Group

Address: Claremont Centre, 2 Jarvis Road, Hulme, Manchester, M15 5FS

Phone Number: 0161 226 6334

E-mail: admin@accg.org.uk

What is the nature of our data processing?

African Caribbean Care Group (ACCG) provide car park management services on the Claremont Site. 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 the ACCG, we may collect and process data including images of your vehicle with your Vehicle Registration Mark (VRM)

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 Licensing 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
- 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 admin@accg.org.uk, on 0161 226 6334, or via post Claremont Centre, 2 Jarvis Road, Hulme, Manchester, M15 5FS 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