

Parking Services Privacy Notice

How we use your personal information

If you have received a Penalty Charge Notice (PCN) we have a legal obligation to process the information you supply to us and where necessary to make contact with you.

If you apply for a season ticket or other parking permit, we have a legal obligation to enable us to process your application.

If you have contacted us and require us to reply to you, your information is needed to enable us to make contact with you.

What we will do with it

Your personal information will be held and used by the council.

We may also need to share your information with our service providers, Conduent and Devon County Council. If the case remains unchallenged and unpaid, we may need to pass case information to the DVLA and our authorised enforcement agents.

If it goes to appeal, we will pass your information to the Traffic Penalty Tribunal.

How long will we keep your information?

We will keep the information for the duration of the contract. Our Corporate Retention and Disposal Policy sets out how long we are required to keep your information for the duration of your contract. When we no longer need to keep it we will destroy it.

What will happen if you don't provide your personal information?

If you do not provide us with your personal information then we will be unable to provide you with a season ticket, or similar permits, or process any challenges or appeals you make.

More information

To see the council's full privacy notice or to find out about your rights go to www.exeter.gov.uk/DataProtection.