



DATA PROTECTION REPORT
PREPARED BY STEPHEN MOYSE
FOR
IPSWICH PARKING SERVICES LIMITED

THE ADDRESS OF THE COMPANY IS:

1st Floor, 5 Chalfont Square, Old Foundary Road, Ipswich, Suffolk, IP4 2AJ



1st Floor, 6 Chalfont Square, Old Foundary Road, Ipswich, Suffolk, IP4 2AJ
Telephone: 01473 405945

PRIVACY NOTICE

This policy applies to all Ipswich Parking Services Limited colleagues, customers, contractors, trustees and suppliers. Ipswich Parking Services Limited will activate immediate disciplinary action in the event of any breach of data protection. Where appropriate, Ipswich Parking Services Limited will take criminal action against any person or company that is found to have caused or be connected with a breach of privacy.

Any data processed will be processed in house and in the small event that there may be an external company processing data, Ipswich Parking Services Limited will take the upmost care and consideration to ensure that the persons involved are processing as per the law expects. No third party may access personal data held by Ipswich Parking Services Limited without having first entered into an agreement or a contract with us. The agreement or contract must include data protection obligations. There must be a clause within the agreement or contract that gives Ipswich Parking Services Limited the right to audit compliance.

Ipswich Parking Services Limited respects your online privacy and is committed to protecting your personal data. This privacy notice will inform you on how we look after your personal data when you visit our website and tell you about your privacy rights and how the law protects you.

Ipswich Parking Services Limited are committed to complying with data protection regulation and good practice including:

- only processing personal information where necessary for legitimate purposes
- collecting only the minimum personal information required for these purposes and not processing excessive personal information
- clearly informing data subjects (individuals) about how their personal information will be used and by whom
- only processing relevant and adequate personal information
- processing personal information fairly and lawfully
- maintaining a record of personal information processed by Ipswich Parking Services Limited

- keeping personal information accurate and up to date and deleting any data that are no longer relevant to the company
- keeping personal information only for as long as is necessary for legal or regulatory reasons or, for legitimate Ipswich Parking Services Limited purposes
- respecting individuals' rights in relation to their personal information, including their right of access to a copy of the information we hold on them
- keeping all personal information secure
- only transferring personal information outside the EU after gaining absolute assurance that the
- information can be adequately protected
- appropriately applying various exemptions allowable by data protection regulation

If you have any questions about this privacy notice, please contact the data privacy manager using the details set out below.

Contact details

Name: Stephen Moyse

Email address: dataprivacy@ipswichparkingservices.com

Postal address: Data Privacy Manager, Floor 1, Unit 5, Chalfont Square, Old Foundary Road, Ipswich, Suffolk, IP4 2AJ

Data Collected:

Identity Data: First Name, Last Name, Title, Gender

Contact Data: Postal Address, Email Address, Telephone Number

Financial Data: Payment Card Details

Technical Data: IP Address, Browser Type and Version, Time Zone Setting, other technology used on your chosen internet platform

Usage Data: includes information about how you use our website.

How and when we collect your data:

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

We may collect, use, store and transfer different kinds of personal data about you. We use different methods to collect data from, for example:

Direct interactions. You may give us your email address, first and last name, title by filling in forms or by corresponding with us by post, phone, and email or otherwise.

Automated technologies or interactions. As you interact with our website, we may automatically collect Technical Data about your equipment, browsing actions and patterns. We collect this personal data by using cookies, server logs and other similar technologies. Please see our cookie policy for further details.

Third parties or publicly available sources. We may receive personal data about you from various third parties as set out below:

- Analytics providers such as Google, Social platforms such as Facebook;

Who Do We Share Your Data With:

Ipswich Parking Services Ltd does not and will not share your data with any external company unless it is for regulatory reasons. Ipswich Parking Services Limited will only collect data at its minimum for the necessity of completing its duties. No excessive or unwanted data will be, or will need to be collected nor will be stored.

Ipswich Parking Services Limited acknowledges that the privacy of all persons using their website, where data can and will be collected, must be collected where needed and destroyed in total once all duties have been fulfilled for their purpose. Beyond this, no data will be stored on any persons.

Ipswich Parking Services has no reason to supply data to any third party company nor will any data be sold for the purposes of advertising.

How We Protect Your Data

Ipswich Parking Services Limited are committed to preventing any security breach that may result in personal data being lost, stolen, accessed by unauthorised personnel, altered or disclosed. Our security measures are robust and are checked regularly to ensure that if an event should arise, that the breach would be kept to a minimal. Further measures have been implemented to restrict these possible issues arising by limiting access to any other employees or agents or any other third party, to sensitive data. All data will be kept securely and only dealt with by the minimum persons necessary to fulfil its necessity. Processing of data will only take place when needed and will be dealt with. with an upmost duty of care and confidentiality.

Personal data must be kept:

- in a lockable room with controlled access; and/or
- in a locked drawer or filing cabinet; and/or
- if computerised, adequately protected by, but not limited to, password protection; and/or encryption of personal data stored on (removable) computer media

Processing of personal data 'off-site' presents a potentially greater risk of loss, theft or damage to personal data. Any persons in relation to Ipswich Parking Services Limited must be specifically authorised to process data off-site due to the higher risk of theft and loss.

How Long will Personal Data Be Stored For?

Ipswich Parking Services Limited will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Retention periods can vary and dependant on the data to be retained, Ipswich Parking Services Limited will given written detail upon request of retention periods regarding the data stored. Please email dataprivacy@ipswichparkingservices.com

Disposal of Data

Personal data must be disposed of in a way that protects the “rights and freedoms” of individuals (e.g. shredding, disposal as confidential waste, secure electronic deletion). Hard drives of redundant PCs are to be removed and immediately destroyed before disposal.

Your Legal Rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. If you wish to request access, correction, erasure or restriction of processing your personal data please contact us in writing or via email.

dataprivacy@ipswichparkingservices.com

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You will not have to pay a fee to access your personal data (or to exercise any of the other rights).

We try to respond to all legitimate requests within one month. Occasionally it may take us longer than a month if your request is particularly complex or you have made a number of requests. In this case, we will notify you and keep you updated.

In the event that we have no data stored on you, we will process this request that will state that no data is currently stored under any medium.

Roles Of Senior Management

The roles of Senior Management will be to promote and encourage the role of data privacy and to provide training where needed to ensure that the highest levels of professionalism and ensure privacy by any member of staff. Training requirements will be reviewed on a regular basis to take account of new regulation, the needs of the individual, and to ensure that colleagues are adequately trained.

Breach Reporting

Confirmed or suspected data breaches must be reported promptly to the Data Protection Officer. A full report will be produced at that point and will be supplied to senior management within 24 hours of the suspected breach. Where possible, The Data Protection Officer will produce a Data Breach Report which will be in line with the expected format laid out by The General Data Protection Regulation 2016/679.

The report will include full and accurate details of any incident suspected or confirmed. Once a data breach has been reported, an initial assessment will be made by the Data Protection Officer to establish the severity of the breach. All data breaches will be centrally logged by the Data Protection Officer to ensure appropriate oversight in the types and frequency of confirmed incidents for management and reporting purposes. Breaches with a high level of severity will be reported to the ICO within 72 hours and also to the individuals involved if deemed appropriate by all governing bodies.

How To Make A Complaint

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Ipswich Parking Services is registered with the Information Commissioner's Office (ICO) and details of our registration can be supplied upon request or by searching the register of companies and persons registered under this authority.

Should we not be able to rectify your concerns, we will detail out to you what you can do and what will be needed when contacting the ICO.

Updating of Privacy Policy

Ipswich Parking Services updates its privacy policy in conjunction with the regulatory bodies and will keep all privacy notices updated in accordance with the GDPR rules. This current privacy statement was updated on 10th December 2018 and any historic versions can be obtained by contacting us via:

Email: dataprivacy@ipswichparkingservices.com

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