

National Parking Platform



Privacy Policy

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Author:
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Privacy Statement

Privacy Statement Summary:

Who will use my data?	Your data will be used by the National Parking Platform (NPP), to provide you with further information on their services, always as you would reasonably expect and where necessary only with your explicit consent.
What for?	<p>We will store and process your data in order to allow us to provide our services to you and to our members/users. This includes our memberships services, events, training, and other related services.</p> <p>We may use your data to send you the details you have requested and information that we think you will be interested in. This may include a range of related products and services, and where you give your explicit consent, we may send you information from third parties.</p>
What will happen if I contact you?	<p>If you contact us or use our Contact Us form we will use your information to send you the information you have requested and updates, offers and other information that we think you will be interested in.</p> <p>If you share your details with us we may share these with the company you have applied to plus other companies that we believe you would be interested in working with and where we believe the company would be interested in your skills and experience. We may store and process your details for 6 months after our last interaction with you.</p>
Where did you get my data?	<p>We only collect data when you contact us directly, for example when you attend one of our events, or where you return an expression of interest form.</p> <p>We will respond to any questions you have and ensure we respect all your rights under GDPR including the right access / removal / rectification of your data.</p>
What data will be stored?	We will store your personal details in order to provide our services to you and other authorised third-parties. We will only collect the data we require to provide our services. We do not routinely collect sensitive data but where this is the case, we will ensure we use appropriate security technology and processes.
What data will be shared?	We will not share your data with any third parties other than as required to operate our business, but always as you would reasonably expect and with your consent. We may need to share your information with regulators or legal bodies as necessary.
How long?	<p>Your data will be stored securely only for as long as necessary and for up to 7 years, after which time your data will be deleted.</p> <p>For more details please refer to our data retention policy.</p>
Who can access my data?	We will never sell, share or otherwise distribute your data to any other third party for marketing purposes without your explicit consent.
How is my data kept secure?	We will store your data on secure servers which will be processed securely. We use industry standard security protocols/technology to secure data.

We take your privacy seriously and will only use your personal information to provide the products and services you have requested from us and to send you information about products and services you may be interested in. We will never sell, share or use your personal information other than as described here.

About This Privacy Policy

This policy sets out how we will use and share the information that you give us. This policy describes your relationship with National Parking Platform (NPP). The General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA) describe how organisations must collect, handle, process and store personal information. We comply with both the GDPR and DPA, where there are differences the DPA will apply.

These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully. GDPR is underpinned by eight important principals. These say that personal data must:

- Be processed fairly and lawfully
- Be obtained only for specific, lawful purposes
- Be adequate, relevant and not excessive
- Be accurate and kept up to date
- Not be held for any longer than is necessary
- Processed in accordance with the rights of the data subjects
- Be protected in appropriate ways
- Not be transferred outside the United Kingdom, unless that country or territory also ensures an adequate level of protection

We take these responsibilities seriously, this document describes our approach to data protection. This policy helps to protect us from data security risks, including:

- Breaches of confidentiality. For instance, information being given out inappropriately.
- Failing to offer choice. For instance, all individuals should be free to choose how we use data relating to them.
- Failing to meet our obligations under the regulations.
- Reputational damage. For instance, we could suffer if hackers successfully gained access to sensitive data.
- Any other failure to meet our obligations or the expectations of our data subjects.

Who We Are And How To Contact Us

The National Parking Platform is funded by the Department for Transport.

You can contact us in any of the following ways:

Email: npp@dft.gov.uk

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

Post: National Parking Platform c/o Department for Transport, Great Minster House, 33 Horseferry Road, London, SW1P 4DR

Who this privacy policy applies to:

National Parking Platform (NPP) is a project. This policy relates to visitors to the National Parking Platform (NPP) website, and users of the NPP services; events; training; and other related services.

Processing of your data is required in order to offer you these services. This policy applies to individuals who have shared their data with NPP as either a visitor, attendee, employee, volunteer, partner, supplier, third-party or in any other capacity.

It applies to all data that the company holds relating to identifiable individuals, even if that information technically falls outside of the GDPR. This can include:

- Names of Individuals
- Postal addresses
- Email Addresses
- Telephone numbers
- Employment / career / training information / qualifications / other professional details
- Dietary requirements
- Financial / payment information
- CV / employment / training / personal information relating to job applications
- ..and other related information as provided by the data subject in relation to their relationship with NPP

We do not routinely collect sensitive personal data although where this is the case we will take appropriate precautions to secure that data.

What this policy applies to

This section describes the lawful basis for processing your data and applies to the information about yourself that you choose to provide us with or that you allow us to collect. This includes:

- The Information you provide when you contact us
- Information provided to us by third-parties on your behalf
- When you contact us in order to discuss using our services
- Information we collect about how you use the website
- Information relating to the services we offer to you and other interactions including financial and other personal information required to complete these transactions
- Information you provide to us when you register and attend an event, conference, training, CPD activity
- All other information that is given and stored as part of our ongoing relationship
- Information that you provide when completing your online profile (including your name, gender, date of birth and any educational details and employment details you provide)
- Information that you provide to us when signing up to any distribution lists to receive correspondence from us

We only collect data when you contact us directly, for example when you attend one of our events, or when you sign-up for a newsletter. We will respond to any questions you have and ensure we respect all your rights under GDPR including the right to access / removal / rectification of your data.

How your information will be used

We will only use your personal data for the purposes for which we collected it and as you would reasonably expect your data to be processed and only where there is a lawful basis for such processing, for example:

Purpose/Activity	Type of data	Lawful basis for processing
To provide our website services	(a) Identity, (b) Contact information	(a) Provide our services to you in our legitimate interest, (b) Performance of a contract with you, (c) with your consent
To provide the services you request including events, conferences, training, and other related services and information	(a) Identity, (b) Contact, (c) Financial, (d) Transaction, (e) Marketing and Communications, (f) other personal information you provide to us	(a) Provide our services to you in our legitimate interest, (b) Performance of a contract with you and to collect payments and fees, (c) with your consent
To fulfil your request including sending your email to third parties	(a) Identity, (b) Contact, (c) personal information provided by you, (d) Personal information you provide to us	(a) Provide our services to you in our legitimate interest, (b) Performance of a contract with you, (c) with your consent
To process requests and provide the information and services you request including managing payments, fees and charges, and to collect and recover money owed to us	(a) Identity, (b) Contact, (c) Financial, (d) Transaction, (e) Marketing and Communications	(a) Provide our services to you in our legitimate interest, (b) Performance of a contract with you and to collect payments and fees, (c) with your consent
To manage our ongoing relationship with you which will include notifying you about changes to our terms, products and services, or privacy policy, to maintain our records	(a) Identity, (b) Contact, (c) Profile, (d) Marketing and Communications	(a) Performance of a contract with you, (b) Necessary to comply with a legal obligation, (c) Necessary for our legitimate interests to keep our records updated and to study how customers use our products/services
To administer and protect our business and our site (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data)	(a) Identity, (b) Contact, (c) Technical	(a) Necessary for our legitimate interests for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation or group restructuring exercise, (b) Necessary to comply with a legal obligation
To deliver relevant content and advertisements to you and measure and understand the effectiveness of our advertising	(a) Identity, (b) Contact, (c) Profile, (d) Usage, (e) Marketing and Communications, (f) Technical	Necessary for our legitimate interests to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy
To use data analytics to improve our website, products/services, marketing, customer relationships and experiences	(a) Technical, (b) Usage	Necessary for our legitimate interests to define types of customers for our products and services, to keep our site updated and relevant, to develop our business and to inform our marketing strategy
To make suggestions and recommendations to you about goods or services that may be of interest to you	(a) Identity, (b) Contact, (c) Technical, (d) Usage, (e) Profile	Necessary for our legitimate interests to develop our products/services and grow our business

We may collect and process information about you, including your name, address, contact details (including email address and mobile phone number), service details, transaction history and data collected as part of any financial transaction or payment, to manage job applications (including previous addresses, employment details, training and qualifications, and other relevant details).

In accordance with your preferences, we may also use your personal information to provide you with information about products, services, promotions and offers that may be of interest to you. We may use your personal information in order to ascertain the services, promotions and offers that are likely to be of particular interest to you. This document explains how you can change whether to receive this information. Please note that, even if you choose not to receive

this information, we may still use your personal information to provide you with important services communications, including communications in relation to any services you use.

How to change your preferences

We operate in line with UK GDPR data protection guidelines. We respect your rights and will respond to any request for access to personal information and requests to delete, rectify, transfer, data and to stop processing. We will also advise you on how to complain to the relevant authorities, namely the Information Commissioner's Office. Any requests or objections should be made in writing to the Data Controller or you can visit our website, call, or email us to contact us to change your preferences at anytime.

Scope of Agreement

By submitting your personal data on this site or as required for us to provide products and services to you, you are affirming your agreement for such information to be used in accordance with this privacy policy. You will be able to change your preferences at any time by the methods described as prescribed in this document. We may from time to time use your information for marketing, account management or relationship management purposes. The main purpose of this is to provide you with information about products and services which we think may be of interest to you and/or to maintain any existing relationship we may have with you.

Opting out at a later date

Where you give your consent for us to process your data, for example when you agree to us sending you marketing information or where you agree to us sharing your information with third-parties. We will also ensure we have your consent when processing financial data or sensitive personal information, you can contact us to amend or withdraw your consent at anytime. You can also choose to object to processing and request deletion of your data. We respect all user rights as defined in UK GDPR. If you have any comments or wish to complain please contact us.

How we store and process your data

Your data will be collected, stored and processed primarily in the UK only, we do not routinely transfer your data outside the UK other than as required to provide our services to you, however where this is the case we will take appropriate precautions to protect your data. Your data will be stored for up to 7 years to ensure we have records of service, payments, and other interactions we have with you.

In order to provide our services to you, we may use recognised third parties to take payment, conduct credit reports and other checks, manage our company accounts and provide banking services. We will store transactions, payment and order data for up to 7 years or for as long as required by UK financial and company regulations. These third parties may operate outside the UK, if this is the case we will ensure precautions are in place to protect your data.

We will only use your personal data for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If you wish to find out more about how the processing for the new purpose is compatible with the original purpose, please email us. If we need to use your personal data for a purpose unrelated to the purpose for which we collected the data, we will notify you and we will explain the legal ground of processing.

We may be legally obliged to disclose your personal information without your knowledge to the extent that we are required to do so by law; in connection with any ongoing or prospective legal proceedings; in order to establish, exercise or defend our legal rights (including providing information to others for the purposes of fraud prevention and reducing credit risk); to any person who we reasonably believe may apply to a court or other competent authority for disclosure of that personal information where, in our reasonable opinion, such court or authority would be reasonably likely to order disclosure of that personal information.

You will only receive marketing communications from us if you have:

- Contacted us to discuss our services
- Requested information from us or used the services provided by us
- If you provided us with your details and ticked the box at the point of entry of your details for us to send you marketing communications
- Attended one of our events and agreed to receive marketing information from NPP, our partners, exhibitors, attendees, and carefully selected third parties
- ...and where you have not opted out of receiving marketing

We will get your explicit opt-in consent before we share your personal data with any third party for marketing purposes.

Our obligations

We are a data controller of the information that you provide to us, we are legally responsible for how that information is handled. We will comply with the GDPR (2018) in the way we use and share your personal data. Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data.
- Request correction of your personal data.
- Request erasure of your personal data.
- Object to processing of your personal data.
- Request restriction of processing your personal data.
- Request transfer of your personal data.
- Right to withdraw consent.

You can see more about these rights at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

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.

Third Parties

We may have to share your personal data with the parties set out below for the purposes described in this document:

- Service providers who provide IT and system administration services
- Social media sites and platforms such as Facebook, LinkedIn, and Instagram
- Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, credit scoring, banking, legal, fraud protection, insurance and accounting services.
- HM Revenue & Customs, regulators and other authorities based in the United Kingdom and other relevant jurisdictions who require reporting of processing activities in certain circumstances.
- Third parties to whom we sell, transfer, or merge parts of our business or our assets.

We may also share your details with carefully selected third parties when you attend one of our events and agree to share your details with our partners, exhibitors, attendees, and other carefully selected third parties.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it

in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We will report any breaches or potential breaches to the appropriate authorities within 24 hours and to anyone affected by a breach within 72 hours. If you have any queries or concerns about your data usage, please contact us.

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

As well as your ability to accept or reject cookies, we also require your permission to store cookies on your machine, which is why when you visit our site, you are presented with the ability to accept our terms of use, including the storage of cookies on your machine. Should you not accept then you are free to leave our website, at any time.

Social Media Links

The following data processing in connection with social media plug-ins is carried out on the basis of our overriding legitimate interests in an optimal presentation of our offer pursuant to Article 6 of the GDPR.

Facebook

Our website may use Facebook. This feature is provided by Facebook Inc, 1 Hacker Way, Menlo Park, California 94025, USA. ("Facebook"). You can find detailed information on this in the provider's data protection policy at: <https://www.facebook.com/about/privacy/update> Facebook utilizes [standard contract clauses](#), relies on the European Commission's [adequacy decisions](#) about certain countries, as applicable, and obtains consent for data transfers to the United States and other countries.

LinkedIn

We may integrate components of LinkedIn on this website. The operating company of LinkedIn is LinkedIn Corporation,

2029 Stierlin Court Mountain View, CA 94043, UNITED STATES. For privacy matters outside of the UNITED STATES LinkedIn Ireland, Privacy Policy Issues, Wilton Plaza, Wilton Place, Dublin 2, Ireland, is responsible.

X (formerly known as Twitter).

Our website may use X (formerly known as Twitter). The provider of this function is X Corp, 1355 Market St, Suite 900, San Francisco, CA, UNITED STATES. ("X"). If you have an X account and are logged in to it while pressing the Facebook button displayed on our website, X can associate the visit to our website with your X account.

You can find detailed information on this in the provider's data protection policy at

link: <https://twitter.com/privacy>. You can change your X account's privacy settings by following this link: <https://twitter.com/account/settings>. X ensures compliance with an appropriate level of data protection by participating in the Privacy Shield program.

Analysis and advertising tools

The following data processing in connection with analysis and advertising tools takes place – insofar as we do not refer separately to another legal basis – on the basis of our legitimate interests in a meaningful analysis of the user behaviour of our website visitors in order to optimise the website itself and the associated advertising. This is done on the basis of Art. 6 1 lit. f of the GDPR.

Google Analytics

This website uses Google Analytics, a web analysis service. These are operated by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA. ("Google"). In this context, Google servers are accessed in the USA. Google also complies with certain legal frameworks relating to the transfer of data, such as the European Union (EU)-US and Swiss-US Privacy Shield Frameworks. In order to effectively implement the strict European data protection requirements, we have concluded an order processing agreement with Google.

Contacting us, exercising your information rights and Complaints

If you any questions or comments about this Privacy Policy, wish to exercise your information rights in connection with the personal data you have shared with us or wish to complain, please contact: the Data Protection Officer at the National Parking Platform (NPP).

We will process SARs within 30 days, SAR responses are usually free but we reserve the right to charge for excessive or unfounded requests. We fully comply with Data Protection legislation and will assist in any investigation or request made by the appropriate authorities.

If you remain dissatisfied then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office Wycliffe House
Water Lane Wilmslow Cheshire SK9 5AF

www.ico.org.uk

End of document.