

LCP Parking Services Ltd - Privacy Policy

This privacy notice tells you what to expect when LCP collect personal information from you whilst using the LCP Websites.

We take care to protect the privacy of users of the LCP Websites.

This Privacy Policy has been produced in light of the Data Protection Act 1998 and applies to all personal data, as defined in the Act.

LCP shall be the data controller for the purposes of the Data Protection Act 1998 for all personal data provided, with the exception of:

The Payment Processor shall be data processors for and on the behalf of the data controller, as detailed in this Privacy Policy, for the purposes of the Data Protection Act 1998.

By using the LCP Websites and specifically by submitting information, you consent, or confirm that the person on whose behalf you are submitting that information consents, to the use of that information as set out in this Privacy Policy as follows:

You consent to LCP collecting and processing the personal data (including any sensitive personal data) that you provide to LCP.

You further consent that this personal data (including where relevant sensitive personal data) will be provided to:

- LCP for the purposes set out in this Privacy Policy under all sections;

and that, if provided in relation to a Parking Charge; we may also share it with:

- the Payment Processor for processing any online payments;
- the British Parking Association for the purpose of audit of our car park management service;
- the driver vehicle licence agency (DVLA) for the purpose of audit of our car park management service;
- the Parking On Private Land Appeals (POPLA) Service for the purpose of assessing your appeal;
- print and mail service providers for the purpose of responding to your appeal by post;
- email service providers for the purpose of responding to your appeal by email;
- credit reference agents for the purpose of ensuring we are writing to you at your most recent correspondence address, if you have not replied to other correspondence;
- collection agents for the purpose of enforcing a parking contract;
- solicitors for the purpose of enforcing a parking contract or responding to a legal query; or
- any other duly authorised sub-contractors,

and that they are all duly authorised processors of that data for the purposes intended.

Information supplied to us is subject to confidentiality and will not be disclosed otherwise without your prior consent.

We will not ask you for any more information than we need, and we do not keep your information for any longer than we need to.

We take reasonable steps to keep your details up to date and accurate. Please bear in mind that we may hold your records after your appeal has been considered as we are required to have an effective audit trail and to comply with regulatory and legislative requirements.

The Data Protection Act 1998 gives you the right to access information held about you. You can access personal data we have about you by writing to LCP Parking Services Ltd, PO Box 45694, London, SW10 1AW.

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

We look after your personal data by having security that is appropriate for its nature and the harm that might result from a breach of security. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

With regard to each of your visits to our site we may automatically collect technical information, including the Internet protocol (IP) address used to connect your computer to the Internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform; information about your visit, including the full Uniform Resource Locators (URL) clickstream to, through and from our site (including date and time); products you viewed or searched for; page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call our customer service number. The information which we collect and store during normal use of the site is used to monitor and analyse how parts of the site are used. Such use does not result in any personally identifiable data being collected or stored.

By submitting your information and/or use of this websites you consent to the use of that information as set out in this Privacy Policy.

Any changes to the Privacy Policy will be posted on this page so that you may be aware of the information that LCP collect and how it is used at all times and your continued use of the websites will be your acknowledgement of your agreement to the new policy.

Privacy Statement – Appeals Section

This privacy statement has been produced in accordance with the Data Protection Act 1998 and applies to all personal data, as defined in the Act submitted when you click on the “*Submit Appeal*” button.

Use of the Information

When you submit an appeal via the <http://lcpappeals.com> website, you accept we will collect and process personal data you supply via the LCP Appeals Website for the following purposes, such information may include:

For an Appeal: the parking charge reference, the vehicle registration number, your capacity e.g. driver, registered keeper, hirer/lease or other, your name, postal address, email address and telephone number, the details of the appeal and any uploaded evidence. These details will be used for the purpose of progressing your parking charge to cancellation or payment and may be shared appropriately to do so and for audit.

Information supplied to us is subject to confidentiality and will not be disclosed without your prior consent other than in line with this purpose, whereby it may be necessary to share data with the BPA, DVLA, POPLA, print and mail service providers, email service providers, credit reference agents, collection agents or solicitors or any other duly authorised sub-contractors.

Depending on the nature of your appeal, the information you may give may be classed as sensitive personal data. For example, if you give information relating to a medical condition you may have. We will only use this information as part of your appeal and we will not use it for any other purpose. We will request your consent where we need to disclose this information to a third party, in order to verify your appeal.

By submitting your appeal, you consent to the use of that information as set out in this Privacy Statement. Any changes to this Privacy Statement will be posted on this page so that you may be aware of the information that LCP collect and how it is used at all times and your continued use of the LCP Websites will be your acknowledgement of the agreement to the new statement.

Privacy Statement – Payment Page

This privacy statement has been produced in the light of the Data Protection Act 1998 and applies to all personal data, as defined in the Act submitted when you click on the “*Pay*” buttons from the LCP Website or via the Appeals Section.

Accepted Use of the Information

When you click on the “Pay” button, you accept you will be redirected to the separately hosted web pages of either the Payment Processor for Card Payments.

For making an Online Payment: any personal data you supply via Payment Processor will be collected and processed by the Payment Processor only for the following purposes, such information may include: your parking charge reference, card number, expiry date and Security Code. The parking charge reference will be used for the purpose of locating the relevant parking charge to enable the Payment Processor to populate the payment screen with the outstanding amount payable and the other details will be used by the Payment Processor to process the transaction. We will be supplied with the status of the parking charge, e.g. “paid”, and the parking charge reference to help us allocate the payment made.

We look after your personal data by having security that is appropriate for its nature and the harm that might result from a breach of security. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk and you should take the appropriate steps in respect of this risk.

LCP will only process information you supply whilst making payment of your Parking Charge, including your name, postal address and card details via the Payment Processor and will not be permitted access to this information, save for the status of the parking charge, e.g. “paid”, and the parking charge reference. This information is subject to confidentiality and will only be used for this purpose by the Payment Processor.

All online card payments are protected by Secure Socket Layer (SSL) with an encryption key length of 128 bits. Your payment card details are directly processed by the Payment Processor and are neither collected nor accessible by LCP Parking Services Ltd. The Payment Processor’s online payment management solutions are independently and rigorously security assessed, and is certified by Visa and MasterCard as a Payment Card Industry Data Security Standard (PCI DSS) Level 1 payment processor. Further information about this payment card security standard can be found at PCI Standards Security Council website https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml

The Payment Processor facilitates transactions that are carried out when redirected from the LCP Website. The Payment Processor provides a checkout facility only, via its own independent site. Accordingly, the transaction is solely between you and LCP.

Privacy Statement – Media and PR Enquiries

This privacy statement has been produced in the light of the Data Protection Act 1998 and applies to all personal data, as defined in the Act submitted when you make a PR Enquiry.

Accepted Use of the Information

When you make a Media or PR enquiry, you accept we will collect and process personal data, such information may include:

For a Media or PR enquiries: Your name, company name, email address, telephone number and the details of your message. These details will be used to respond to your message and may be shared with relevant personnel within our business.

Privacy Statement – Police Enquiries

This privacy statement has been produced in the light of the Data Protection Act 1998 and applies to all personal data, as defined in the Act submitted to LCP Parking Services.

Accepted Use of the Information

When you make an enquiry for Police Information, you accept we will collect and process personal data for the following purposes, such information may include:

For a Police enquiry: your name, job title and organisation, email address, details of the data requested and any details which may help us locate it, and validation information for any disclosure exemptions on which you rely to make the data request. Your email will only go to our dedicated police team and will be dealt with by a trained member of staff.

If you supply personal data or any sensitive personal data of any individual, you must ensure the disclosure qualifies as an exemption under the Data Protection Act 1998.

Privacy Statement – Commercial Enquiries

When you make an enquiry via our website” capture forms, you accept that LCP Parking Services Ltd will collect and process personal data, such information may include:

For a Commercial enquiry: Your name, company name, email address, telephone number and the details of your message. These details will be used call you to discuss any opportunity, to provide you with a brochure or case study and to add you to our contact database and may be shared with other LCP businesses. If you do not wish to be added to our contact database, please email: optout@lcpparkingservices.co.uk

Privacy Statement – Job Vacancies

This privacy statement has been produced in the light of the Data Protection Act 1998 and applies to all personal data, as defined in the Act submitted when you register for job alerts to apply for job vacancy.

Accepted Use of the Information

When you provide any personal data, you accept in your own capacity as data subject, or you confirm that you have gained valid acceptance from the data subject and that you are permitted to provide the personal data for the purpose of making an application for the advertised vacancy or where your enquiry is in respect of any position that is available, for any available vacancy. When you send your CV or Apply for a vacancy, you accept that we will collect and process personal data, such information may include:

For Job Vacancies: your name, telephone, email, message and CV. If you are applying for a specific position or any position that is available, your CV and other personal information will be provided to the LCP Website team and the team manager(s) for the vacancy in question, who will review these and contact you, if relevant. We will only retain this information for the length of time needed in relation to the vacancy. If these are no longer needed to assess your suitability for vacancy they will be deleted as soon as this decision is made and any successful candidate has been taken on.