

UNIVERSITY OF BRISTOL PARKING PERMIT MANAGEMENT WEBSITE

PRIVACY POLICY

1. Scope

This policy relates to any personal information you submit while using the University's online parking and coupon permit management website.

2. Information we collect from you

Information we collect from you falls into four main categories:

(i) Account information

Basic personal information including names, addresses and contact details are required to register for an account on the permit management website. For staff users, most of this is pre-populated via Single Sign-On from data held on University human resources systems. Other users such as contractors will be required to submit this contact information themselves.

(ii) Application information

Users are required to submit a range of information to specify and support their need for a parking permit. All users need to provide the registration numbers for any vehicles needing a parking permit. Other information is required to demonstrate how their application meets the criteria for the type of permit being applied for, as described in the [University Precinct Car Parking Policy](#). This information is collected via an online form on the permit management system.

(iii) Supporting evidence

Each type of permit application requires a set of supporting evidence to substantiate the information provided in the application. All staff applicants are required to submit a copy of the Traveline journey solution showing the time and route of the public transport journey from their home to work. Depending on the application type and criteria, other users may be required to submit (among other documents): copies of children's birth certificates (staff with parental responsibilities); proforma letters completed by a medical practitioner (staff with caring responsibilities or those with a disability); vehicle mileage records (departmental applicants). These documents are uploaded by the user to the permit management website at the final stage of the application process.

(iv) Payment information

For most users of the online permit management website, payment for parking coupons ordered is taken directly via deduction from payroll. The daily charge is based on a fixed percentage of the user's annual salary which is imported automatically from the University's HR and finance system. For departmental users, the standard annual fee for each allocated parking space is charged to the budget given in the application. The website collects debit/credit card details from users only for direct online payments for contractor parking coupons.

3. Automatic information

We automatically receive and save certain types of information whenever you interact with the permit management website. We use the information to monitor web site traffic and to assist with the navigation and user experience.

Information that we will automatically receive includes:

- Requested URL (Uniform Resource Locator)
- IP (Internet Protocol) address (this may or may not identify a specific computer)
- Domain name from which you access the internet
- Referring URL
- Software (browser/operating system) used to access the page
- Date and time pages were visited

When you visit some pages on the site, your computer may be issued with a small file - a "cookie". A cookie is a piece of information in the form of a very small text file that is placed on an Internet user's hard drive. It is generated by the permit website server. The information the cookie contains is set by the server and it can be used by that server whenever the user visits the site. The server uses cookies to recognise your browser session if you visit multiple pages during your interaction with the online-payments system.

You can set your browser to refuse cookies or warn you before accepting them. However, the permit management website may not function properly without accepting cookies.

4. How we use your information

The identifiable personal information you provide will be used for the purposes of assessing your eligibility for a car parking permit, allocating parking permits and issuing parking coupons. In providing your personal data you are consenting to it being held for this purpose, and for the creation of an agreement with the University

regarding the operation and use of the parking permit management system if you are provided with a permit.

Aggregated non-identifiable personal information will also be used to monitor the effectiveness of the permit management website and University's parking policy and make any appropriate changes over time.

5. How we handle data submitted by you

5.1 General

All information submitted will be handled in accordance with the data protection legislation and the [University's Information Security Policy](#).

5.2 Data protection legislation

The University is the data controller in respect of personal data submitted by users of the system. As the data controller the University has notified its activities to the Information Commissioner's Office as required under the UK data protection legislation and is listed in the Public Register of Data Controllers. Personal information will only be collected and/or processed by the University in accordance with legislative and regulatory requirements.

The permit management system is provided by a third party supplier (Imperial Civil Enforcement Solutions Limited) who act in the capacity of a data processor, handling system users' data on behalf of the University in full compliance with legislative and regulatory requirements.

5.3 Data security

The University and its third-party supplier of the permit management website (Imperial Civil Enforcement Solutions Limited ['Imperial']) have used all reasonable endeavours to ensure that all personal information and payments submitted via the permit management website are secure. Further information on the data security standards currently applicable to the online permit management website is available on [Imperial's website](#).

Users are advised to take appropriate steps to protect their own data at all times while using the permit management website, for example by closing their browser at the end of each session and by deleting any supporting documents saved locally as soon as they are uploaded.

5.4 Disclosure of your information

Access to your information will be restricted to a small number of authorised University staff from the departments involved in administering parking permits and coupons, i.e. Security Services, Sustainability, Payroll and Occupational Health together with the members of any internal review panels required to assess or arbitrate on permit applications.

Your personal data will be stored by Imperial on secure servers located in the UK. Authorised Imperial personnel may also have restricted access to this information to perform their functions as required but may not use it for other purposes.

Personal information provided by you may occasionally be shared with other organisations where required by law, e.g. for the prevention of fraud, or for the purposes of recovering any outstanding debt on payments taken by the permit management website. Your personal information will not be disclosed to other third parties without your prior written consent or in compliance with a legal obligation.

5.5 Retention of your information

The different types of information required for will be retained for different periods of time according to how they are used in the permit management process, as shown in the appendix.

5.6 Contact

If you have any queries or issues in relation to the handling of the information you submit, please contact:

Security Services (Car Parking)
University of Bristol
Estates Office
Royal Fort Lodge
Clifton
Bristol, BS8 1UH

Email: car-parking@bristol.ac.uk
Tel: 0117 33 11190

APPENDIX: DATA RETENTION SCHEDULE

Category	Data	Application type					Retention / deletion
		●=user-defined; ○=pre-defined					
		Staff	C-S	Dbld	Dept	Cont	
Account	Name	○	○	○	○	●	Retained until (i) account deactivated: deleted after six weeks; or (ii) account inactive: deleted 18 months after lapse of last permit
	Work address	○	○	○	○	●	
	Home address	○	○	○	○		
	Mobile phone	●	●	●	●	●	
	Payroll number	○	○	○	○		
	Work email	○	○	○	○	●	
Permit application	Vehicle registrations	●		●	●	●	Retained for 13 months after date of application then deleted, but will be automatically re-used in renewal application if submitted within this period (and retention rolled over for further 13 months)
	Journey time to work by public transport	●					
	Confirmation of parental responsibilities	●					
	Confirmation of caring responsibilities	●					
	Confirmation of unsocial working hours	●					
	Name, home postcode and payroll number for car-share team members		●				
	Working hours; confirmation of Blue Badge; and vehicle modifications			●			
	Preferred location of designated parking space(s)			●	●		
	Coupon unit price (derived from salary)	○					
	Contractor company name					●	
Contract title, start date, duration					●		
Supporting evidence	Children's birth certificate(s)	●					Retained for nine weeks after document upload, then deleted from system (and from back-up four weeks later)
	Completed proforma / letter from medical practitioner confirming caring status	●					
	Completed proforma / letter from line manager confirming unsocial hours	●					
	Traveline solution showing journey from home to work by public transport	●					
	Copy of Blue Badge; confirmation of DLA/PIP; or letter from medical practitioner			●			

	Personal supporting statement with details of disability			•			
	Vehicle usage logs; parking space booking sheets; staff business travel mileage				•		
	Support form completed by sponsoring University department					•	
Payment information	Debit/credit card details for contractor coupon payments					•	Compliant with Payment Card Industry (PCI) Data Security Standard