

City Parking (Glasgow) LLP

Privacy Statement for Refund Requests

Who we are:

City Parking (Glasgow) is a limited liability partnership incorporated in Scotland under the Limited Liability Partnerships Act 2000 (Registered Number SO301266) and having its Registered Office at 3rd Floor, Cadogan 5, The Anderston Centre Glasgow, G2 7PH. The members of City Parking (Glasgow) LLP are Glasgow City Council and GCC LLP Investments Limited. City Parking (Glasgow) LLP is an ALEO (Arms-length External Organisation) of Glasgow City Council.

You can contact our Data Protection Officer by post at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, by email at: dataprotection@glasgow.gov.uk, and by telephone on 0141 287 1055.

Why do we need your personal information and what do we do with it?

You are giving us your personal information in order to initiate a refund request for lost monies / overpayment. Your information is required in order to start our investigation process and respond to you with the outcome.

We may also use your information to verify your identity and where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We require this information as it is necessary for the performance of a contract with you (or to take steps to enter into a contract with you).

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

Who do we share your information with?

This privacy statement applies to the personal data of our customers, website users, clients, suppliers and other people whom we may contact in order to carry out our contractual, legal or statutory obligations.

We share information with Glasgow City Council, CGI (IT service provider) and Cobalt (RingGo).

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information may also be analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan.

How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for.

You can view this on our website at www.cityparkingglasgow.co.uk/dataprotection or you can request a hard copy from the contact address stated above.

Your rights under data protection law:

- Access to your information – you have the right to request a copy of the personal information that we hold about you.
- Correcting your information – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- Deletion of your information – you have the right to ask us to delete personal information about you were:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained.
 - II. We are using that information with your consent and you have withdrawn your consent – see *Withdrawing consent to using your information* below [delete if not on basis of consent]
 - III. You have a genuine objection to our use of your personal information – see *objecting to how we may use your information* below
 - IV. Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Withdrawing consent to use your information

Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people:

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to City Parking (Glasgow) LLP. We will only use this information to provide information on promotional parking products and keep you/them up to date with useful information. We may also use their information to verify identity where required, contact by post, email or telephone and to maintain our records. If they want any more information on how we will use their information they can visit our web site at www.cityparkingglasgow.co.uk

Complaints:

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

More information:

For more details on how we process your personal information visit www.cityparkingglasgow.co.uk

If you do not have access to the internet you can contact us via telephone to request hard copies of our documents.