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| **Version Number**  | **Purpose/Change** | **Author** | **Date**  |
| **1.0**  | **First Draft – UOS 700-10** | **Estates Team** | **December 2019**  |
| **2.0** | **Review** | **Data Governance Team** | **August 2024** |
| **2.1** | **Review** | **Digital** | **February 2025** |

**Privacy Notice for: University of Suffolk car park permit holders.**

**What is the purpose of this document?**

The University of Suffolk is a “data controller”. This means that we are responsible for deciding how we hold and use personal information about you. As you are applying for a University Car Park Permit, this privacy notice makes you aware of how and why your personal data will be used, namely for the issuing of the University Car Park Permit. It provides you with certain information that must be provided under the UK General Data Protection Regulation (GDPR).

**Data protection principles**

We will comply with data protection law and principles, which means that your data will be:

* Used lawfully, fairly and in a transparent way
* Collected only for valid purposes that we have clearly explained to you and not used in any

way that is incompatible with those purposes

* Relevant to the purposes we have told you about and limited only to those purposes
* Accurate and kept up to date
* Kept only as long as necessary for the purposes we have told you about
* Kept securely

**The kind of information we hold about you**

In connection with your application for a University Car Park Permit, we collect, store the following categories of personal information about you:

* Title (optional)
* First Name
* Last Name
* University of Suffolk email address – this is not locked and can be replaced by user to any email.
* University of Suffolk identity number (E1234567 or S1234567)
* Blue Badge number (optional)
* Address: Automatically filled with University of Suffolk Address
* Phone contact- User can supply either their University of Suffolk issued telephone number or personal mobile phone. This is for case of emergencies only for the University of Suffolk Estates Team to contact vehicle owners. This is clearly stated in the Terms and Conditions of the car park permit application process.
* Vehicle Type (car or motorcycle)
* Vehicle Make
* Vehicle Model
* Vehicle Colour
* Vehicle Registration plate
* Application Date
* Application Approval Date
* Application Expiry Date

**How is your personal information collected?**

We collect information from you when you register for a University Car Park Permit. This is completed online and accessed through Staff Hub or Student Hub. If a student or member of staff are a blue badge holder, they will have the option of providing ablue badge number during the parking permit application, to check expiry date and the validity

**How we will use information about you**

We will use the information provided in your application through ZatPermit for a University car park permit to:

* Assess whether you are eligible for a car park permit
* Notify the car park management company, Ipserv, of your registration details
* Contact you in the event that you have not parked in an identified car parking space; there is a need to ask you to relocate your car due to an emergency; lights have been left on or a window open. This may be through the University of Suffolk or the Security company contracted to the University of Suffolk

Data will be stored on a secure, cloud-based system with access permitted only to authorised members of the Estates team.

Data is stored on high grade servers hosted in a professional data centre in the UK, that employs the highest level of physical security, CCTV surveillance, manned guarding and tightly restricted access. The electronic security is managed by Unity Five Limited, who employ their own security procedures along with 24/7 electronic monitoring. Additionally, Unity5 employ a third party security company to perform daily security and penetration testing for all known and emerging security vulnerabilities. A certificate from the third party's daily security scan is presented on user login, so users are aware the system has been tested.

It is also worth noting that Unity5 are ISO27001 Certified and compliant.

User accounts will be fully deactivated in line with the Estates data retention schedule.

**If you fail to provide personal information**

If you fail to provide information when requested, which is necessary for the issue of a car park permit for use in the University Car Parks, we will not be able to process your application successfully and you will not be eligible to use the University Car Parks.

**Data sharing**

**Why might you share my personal information with third parties?**

Your data will be shared with third parties for the purposes of car park management. ZatPermit administers car park permit applications and Ipserv oversee the management of the University Car Parks, including ANPR, and is responsible for overseeing any penalty charge notices payable by those not using the Car Parks appropriately.

Your data may be used by the Estates team and licensed security company contracted to the University of Suffolk, to contact you in the event that you have not parked in an identified car parking space; there is a need to ask you to relocate your car due to an emergency; lights have been left on or a window open.

**Data security**

We have put in place appropriate security measures to prevent your personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees, contractors and other third parties who have a business need-to-know. They will only process your personal information on our instructions, and they are subject to a duty of confidentiality. Details of these measures may be obtained from the Data Governance team on datagovernance@uos.ac.uk.

We have put in place procedures to deal with any suspected data security breach and the Data Governance team will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

**Data retention**

**How long will you use my information for?**

We will retain your personal information for two years, the year of application and following year in the event of any query arising, in line with the Estates team data retention schedule.

**Rights of access, correction, erasure and restriction Your rights in connection with personal information**

Under certain circumstances, by law you have the right to:

**Request access** to your personal information (commonly known as a ‘data subject access request’). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

**Request correction** of your personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).

**Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marking purposes.

**Request the restriction** of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

**Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request erasure of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Governance team on datagovernance@uos.ac.uk in writing. Please note that the right to request erasure is not absolute and requests should be sent to the Data Governance team for consideration.

**Right to withdraw consent**

When you applied for this permit, you provided consent to us processing your personal information for the purposes of issuing a car park permit for use on the University Car Parks. You have the right to withdraw your consent for processing for that purpose at any time. To withdraw your consent, please contact the Estates Department, via Minerva.uos.ac.uk . Once we have received notification that you have withdrawn your consent, subject to our retention policy, we will dispose of your personal data securely.

**Compliance Contact**

We have an appointed a data protection officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact the Data Governance team on datagovernance@uos.ac.uk. You have the right to make a complaint at any time to the [Information Commissioner's Office (ICO)](https://ico.org.uk/global/contact-us/contact-us-public/), the UK supervisory authority for data protection issues You can do this through the ICO website on [www.ico.org.uk](http://www.ico.org.uk).

**Changes to this privacy notice**

We may update this privacy notice at any time, and we will provide a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information. Privacy notices may be viewed at any time on the University’s website. If you have any questions about this privacy notice, please contact the Data Governance team on datagovernance@uos.ac.uk.

**Relevant links**

[Ipserv Car Park Management Privacy Notice](https://www.ipserv.co.uk/wp-content/uploads/2020/08/200817-Car-Park-Management-Data-Sharing-Information.pdf)

[Unity 5 (ZatPermit) Privacy Notice](https://unity5.com/privacy-policy/)

[University of Suffolk Data Management Policy](https://www.uos.ac.uk/media/uniofsuffolk/website/content-assets/documents/policies-and-procedures/Data-Management-Policy.pdf)

All personal data will be processed in accordance with the Data Protection Act 2018 and General Data Protection Regulation. If you have any queries or concerns about the use of your personal data regarding your graduation ceremony including withdrawing your consent, please contact the University Data Governance Team: datagovernance@uos.ac.uk