

## TERMS AND CONDITIONS

Please read these Terms and Conditions ("Terms") carefully as use of [www.nwcarparks.co.uk](http://www.nwcarparks.co.uk) constitutes your acceptance of these Terms. N W Car Parks Ltd (NWCP) reserves the right to update the Terms at any time by displaying amended Terms on the website and you will be deemed to have agreed to the amended Terms when you next use this website. The Privacy Policy is part of the Terms of use of this website.

The information on this site has been included in good faith but it is for general information only and should not be relied on for any specific purpose. No representation or warranty is given as regards to the accuracy of information on this website and there shall be no liability for any loss, damage or expense arising in contract, tort or otherwise out of any reliance on information contained on this site, access to, use of or inability to use this site.

NWCP admits you to this website in order to provide you the opportunity to: find out more about us; the services we offer; pay a Parking Charge; or submit an appeal. NWCP in its sole discretion may alter or discontinue any feature of the website.

You agree that you will not use this website for any unlawful purpose including:

- posting material containing any virus or interfere with the operation of this website or attempt to decipher, or modify any of the software, coding or information comprised in this website;
- providing false, inaccurate or misleading information;
- breaching any applicable laws, regulations, licences, or third party rights;
- purposely intercepting, accessing without authority or expropriating any system, data or personal information as defined in the Data Protection Act 1998.

You agree to fully reimburse NWCP in respect of all losses, costs, actions, claims and liabilities incurred by NWCP as a result of any breach of these terms or any data submitted by you to us.

NWCP will make all reasonable attempts to prohibit viruses from the site but cannot guarantee this. You should take appropriate steps in respect of this.

## PRIVACY POLICY

We take care to protect the privacy of users to this website.

This Privacy Policy has been produced in light of the General Data Protection Regulations (GDPR) 2018 and applies to all personal data, as defined in the Regulations. NWCP will collect information you supply via this website, such information may include your name, postal address, email address and telephone number in order to respond to your enquiry or appeal. Information supplied to us is subject to confidentiality and will not be disclosed without your prior consent other than to the IPC, POPLA, mail service providers, credit reference agents, collection agents or solicitors for this purpose and any authorised sub-contractors if provided in relation to a Parking Charge Notice.

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 website you consent to the use of that information as set out in this policy.

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

## **PRIVACY NOTICE – VISITORS TO ANPR CAR PARK**

N W Car Parks Ltd (7651695)

Registered address – 4 Croft Court Whitehills Business Park Blackpool FY4 5PR

Registered in England and Wales

Data Protection Officer contact details: [enquiries@nwcarparks.co.uk](mailto:enquiries@nwcarparks.co.uk)

Entry into the car park may result in your personal data being obtained, retained and processed. The data processed may include, the vehicle registration number, time and movements of the vehicle and images of the vehicle.

The purpose of processing data is: To ensure compliance with your obligations under the contract entered into when you entered and remained on the car park and for the legitimate purpose of pursuing the driver and/or any other party who may become liable for payment of any fees.

Our lawful basis for processing data is;

1. The processing is necessary for a contract which has been entered into.
2. There is a legitimate interest as detailed below;
  - a. To pursue motorists for unpaid parking tariff
  - b. To pursue motorist for unpaid parking charges

Where there is a fee which is payable we may request personal details of the registered keeper of the vehicle from the DVLA and other third parties (for example the registered keeper or hire companies where applicable) who may possess information which could assist in resolving any dispute.

Where your data is obtained it will be retained for **2 years** where there is no unpaid fee. Where there is an unpaid fee the data will be held for sufficient time to enable the fee to be settled, by you or another person and resolve any dispute. However, your data will not normally be held for longer than 6 years in such circumstances. In some circumstances your data may be held longer than 6 years. Examples of when we may hold your data for longer are;

1. When there is an ongoing dispute which requires us to hold the data for longer than normal.
2. Where a court order has been made allowing us to pursue outstanding money after the expiration of 6 years.

Your personal data may be shared with third parties. This may include, debt recovery companies, solicitors and bailiffs to pursue any outstanding debts. If you decide to challenge a parking charge and we reject your challenge, then we will provide your registration number and parking charge number along with the time and date of the parking event to them. This is to allow you to contest the charge with an independent adjudicator.

Please email us at [info@nwcarparks.co.uk](mailto:info@nwcarparks.co.uk) (ensure you provide proof of identification when emailing) if

- you object to your personal details being processed, or
- you believe we hold the incorrect details for you and would like us to rectify the data we hold, or
- you would like us to delete the data we hold for you, or
- you would like to restrict how we process your data, or
- if you entered into a contract with us and would like a copy of the data we hold about you in a format which can be easily transferred to another provider.
- Please note that you have a right to request the above, however, when we receive your requests we may object to your request if we do not agree with it. However, if you do make the request we will tell you if the request has been granted or not.

**PRIVACY NOTICE – RECEIVED A NOTICE TO  
KEEPER**

N W Car Parks Ltd (7651695)

Registered Address – 4 Croft Court Whitehills Business Park Blackpool FY5 5PR

Registered in England and Wales

Data Protection Officer contact details [enquiries@nwcarparks.co.uk](mailto:enquiries@nwcarparks.co.uk)

If you have received a Notice to Keeper from us, then we have obtained the name and address of the registered keeper of the vehicle from DVLA for the purpose of enforcing the unpaid charge as set out in the notice. If you are not the registered keeper then we may have obtained your details from the registered keeper who has identified you as the keeper of the vehicle on the time and date of the parking event.

The purpose of processing this data is:

1. To ensure compliance with your obligations under the contract entered into when you entered and remained on the car park and for the legitimate purpose of pursuing the driver and/or any other party who may become liable for payment of any fees.

Our lawful basis for processing data is;

1. The processing is necessary for a contract which has been entered into.
2. There is a legitimate interest as detailed below;
  - a. To pursue motorist for unpaid parking charges

Your data will be retained for sufficient time to enable the fee to be settled, by you or another person and resolve any dispute. However, your data will not normally be held for longer than 6 years in such circumstances. In some circumstances your data may be held for longer than 6 years. Examples of when we may hold your data for longer are;

1. When there is an ongoing dispute which requires us to hold the data for longer than normal.
2. Where a court order has been made allowing us to pursue outstanding money after the expiration of 6 years.

Your personal data may be shared with third parties. This may include, debt recovery companies, solicitors and bailiffs to pursue any outstanding debts. If you decide to challenge a parking charge and we reject your challenge, then we will provide your registration number and parking charge number along with the time and date of the parking event to them. This is to allow you to contest the charge with an independent adjudicator. Please email us at [info@nwcarparks.co.uk](mailto:info@nwcarparks.co.uk) (ensure you provide proof of identification when emailing) if

- You object to your personal data being processed, or
- You believe we hold the incorrect details for you and would like us to rectify the data we hold, or

- You would like us to delete the data we hold for you, or
- You would like to restrict how we process your data, or
- If you entered into a contract with us and would like a copy of the data we hold about you in a format which can easily be transferred to another provider.

Please note that you have the right to request the above, however, when we receive your requests we may object to your request if we do not agree with it. However, if you do make the request we will tell you if the request has been granted or not.

## **PRIVACY STATEMENT - APPEALS SECTION**

This privacy policy has been produced in accordance with the General Data Protection Regulations (GDPR) 2018 and applies to all personal data, as defined in the Regulations. NWCP will collect information you supply via this website, such information may include your name, postal address, email address and telephone number in order to assess your appeal. Information supplied to us is subject to confidentiality and will not be disclosed without your prior consent other than in the proper processing of the appeal, whereby it may be necessary to share data with the IPC, POPLA, mail service providers, credit reference agents, collection agents or solicitors for this purpose.

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 not ask you for any more information than we need, and we do not keep your information for any longer than we need to or as required by law or a government body.

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 General Data Protection Regulations (GDPR) give you the right to access information held about you. You can access personal data we have about you by writing to N W Car Parks Ltd, 4 Croft Court, Whitehills Business Park, Blackpool, FY4 5PR or emailing [info@nwcarparks.co.uk](mailto:info@nwcarparks.co.uk)

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.

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

## **PRIVACY STATEMENT - PAYMENT PAGE**

This privacy policy has been produced in the light of the General Data Protection Regulations (GDPR) 2018 and applies to all personal data, as defined in the Regulations. NWCP will process information you supply whilst making payment of your Parking Charge, including your name, postal address and bank details. This information is subject to confidentiality and will only be used for this purpose.

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.