PRIVACY NOTICE

Residential Permits

This Privacy Notice provides information required under the Data Protection Act 2018 and the UK General Data Protection Regulations ("UK data protection laws"). When 'personal information', 'information' or 'data' is referred to herein this has the same meaning as 'personal data', as defined under UK data protection laws.

The Permit issuer (Landowner)

UKCPM is a car park management company, who manage parking on behalf of private landowners. When processing your personal information, UKCPM is defined as the 'processor" and the Permit Issuer (Landowner) is defined as the "controller", as per UK data protection laws.

The type of personal information collected

We will collect and process all the information you and/or the landowner/leaseholder supply when using this service. As/where appropriate the following personal information is collected/ processed: - Title/Name/Postal address/Email (mandatory and password)/ Telephone number/Mobile number/Vehicle related documents (such as a V5 form, MOT certificate, and insurance documentation, the Vehicle Registration Mark (VRM), / Vehicle make and model/ Engine type/ Fuel capacity/ Colour of Vehicle/ Emissions data/Evidence from a care agency, GP or local authority.

The reasons your personal information is collected

When using this service your personal information is collected, on behalf of the landowner (Permit Issuer) and processed by UKCPM, as necessary, to facilitate the parking arrangements/agreement that you have with the landowner (Permit Issuer). Personal information is processed in the following scenarios:

- Submitting an application for a permit with a specific landowner / leaseholder
- Reviewing permit applications in line with the landowner / leaseholder's criteria
- Assessing permit applications and the applicant's eligibility for a permit
- Responding to permit applications (whether successful or otherwise)
- Where an application is successful, to enter into an agreement for a

permit

- To manage and perform the terms of any such permit agreement
- Printing issued permits
- Renewing a permit
- Amending a previously issued permit
- Corresponding with applicants about permits
- Sending automated alerts and emails relating to the issue, management, maintenance, and renewal of parking permits as well as in the provision of technical support
- Recording the details of your permit to enable us to monitor the proper use of the car parking facilities within the car park(s) to which your permit relates.

We will also process data in pursuit of our, your, the landowner / leaseholder, legitimate interests, including corresponding with you and / or the landowner / leaseholder about your permit (as outlined above), registering your permit, and providing technical support (where required). This processing is necessary to enable the provision of an effective car park management service.

Lawful Basis

The lawful basis relied upon for processing your personal information is your consent. You are able to withdraw your consent at any time. You can do this by contacting the Landowner (Permit Issuer), though this may invalidate your ability to park.

International transfers

For us to perform the normal functions of our company and in providing you with goods and services, in some instances we may need to send personal data outside the UK. Where this is the case, we either transfer to a country that has been deemed "adequate" for personal data transfers by the UK government (such as one of the countries in the European Economic Area) or we put in place approved international data transfer contract clauses (such as the UK's International Data Transfer Agreement to the EU Commission Standard Contractual Clauses).

How your personal information is stored

Your information is securely stored in cloud provision based in the UK.

Automatic decision-making and online profiling

Automated decision making is not used in the parking permit application process. Where applicable, criteria provided by the landowner (Permit Issuer) is applied to assess entitlement to a parking permit however, prior to any final decision being made all applications are manually reviewed.

Who is data shared with?

In order to deliver the parking permit services, data is shared with UKCPM, who facilitate the parking permit assessment and issuance process. UKCPM may share data with certain third-party organisations including authorised sub-contractors such as mail service providers, IT service providers, and payment facilitation service providers.

Payments

A third-party Payment Card Industry (PCI) compliant payment gateway provider is used to facilitate payments for parking permits as/when they are applicable. The Permit Issuer (Landowner) and UKCPM do not store payment card details.

How long is personal information stored

Information supplied as part of your application, including documents uploaded or any relevant details from such documents will be retained as documented in the table below. You will not be asked for any more information than is required to assess your application and your data will not be kept any longer than it is needed.

Purpose	Data processed	Use of data	Retention period
Applying for a permit	Title/Name/Postal address/Email (mandatory and password)/Telephone number/Mobile number/optional blue badge holder. Additional information Vehicle related documents (such as a V5 form, MOT certificate, and insurance documentation), the Vehicle Registration Mark (VRM), / Vehicle make and model/ Engine type/ Fuel capacity/ Colour of Vehicle/ Emissions data	To assess applications	Anonymise Expired Permit Data After 730 days
Applying for a visitor permit and/or contractor permit	Vehicle make and model/Engine type/Fuel capacity/Colour of Vehicle/Emissions data	To assess applications	Anonymise Expired Permit Data After 730 days
Applying for a Carer permit	Evidence from a care agency, GP or local authority. Vehicle make and model/Engine type/Fuel capacity/Colour of Vehicle/Emissions data	To assess applications	Anonymise Expired Permit Data After 730 days
To take payment for a parking permit, where permits are chargeable.	Payment card details	To process a payment	Not retained
To handle subject access requests.	All of the above	To facilitate a Data Protection related request	24 months from the date of request completion
To handle calls from the public	Name, Address, vehicle registration mark, other personal data relevant to the call	To support any queries	90 days from the date of the call

To handle police requests	Name, Address, vehicle registration mark, other personal data relevant to the request	To facilitate police enquiries	24 months from the date of request completion
Handling of queries or complaints.	Name, Address, vehicle registration mark, other personal data relevant to the request	To support any queries	36 months from the date of request completion

Security of Your Personal data

UK-CPM will implement security controls and practices to protect your personal data appropriate to its nature. Systems and processes are in place to provide security measures that will prevent your data from accidental loss, alteration, or disclosure. Access to your data is limited to only those staff members who have a need to do so in order to carry out their duties.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask for copies of your personal information.

Your right to rectification - You have the right to ask for rectification of personal information you think is inaccurate. You also have the right to ask to complete information you think is incomplete.

Your right to erasure - You have the right to ask for erasure of your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask for restrictions relating to the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask for the transfer of your personal information to another organisation, or to you, in certain circumstances.

Please contact the landowner/Permit Issuer if you wish to exercise any of the above rights. Do not contact UKCPM.

How to complain

If you have any concerns about the use of your personal information, you can make a complaint to the landowner/Permit Issuer.
You can also complain to the ICO (Information Commissioners Office) if you are unhappy with how your data has been used.

The ICO's address is:

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Helpline number: 0303 123 1113

ICO website: https://www.ico.org.uk

Changes to this Privacy Notice

This Privacy Notice was last updated on the 3 June 2026.