

Privacy Policy

Last Updated: 13/07/2026

At **UK Parking Control Management Ltd** (“UKPCM”, “we”, “our”, or “us”), we are committed to protecting your privacy and ensuring that your personal information is handled responsibly, securely, and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

This Privacy Policy explains what information we collect, why we collect it, how we use it, and the rights you have regarding your personal data.

Our Services

UK Parking Control Management Ltd provides professional parking management, enforcement, and maintenance services throughout the United Kingdom on behalf of private landowners, residential developments, commercial properties, retail parks, and other private sites.

To ensure parking facilities are managed fairly and efficiently, motorists using our managed sites must comply with the displayed parking terms and conditions. Where those conditions are not followed, we may process personal data in order to administer parking enforcement activities.

Information We Collect

Depending on how you interact with our services, we may collect and process the following categories of personal information:

Vehicle Information

- Vehicle Registration Mark (VRM)
- Vehicle make, model and colour
- Images of the vehicle
- Time and date of entry and exit
- Parking duration
- Location of the parking event

CCTV & ANPR Images

Where applicable, our Automatic Number Plate Recognition (ANPR) systems, CCTV cameras, or parking enforcement officers may capture:

- Images of vehicles
- Vehicle registration numbers
- Images of individuals entering or exiting vehicles where visible

Contact Information

If you contact us or submit an appeal, we may collect:

- Full name
- Postal address
- Email address
- Telephone number
- Parking Charge Notice (PCN) reference
- Vehicle Registration Mark
- Any supporting documentation you choose to provide

Permit Holders

Where parking permits are issued, we may process:

- Name
- Address
- Vehicle registration
- Employer or resident information (where applicable)
- Permit identification details

Payment Information

Where parking payment is required, payment information may be processed securely by our authorised payment providers. UK Parking Control Management Ltd does not store full debit or credit card details.

How We Collect Your Information

Your personal information may be obtained from a variety of sources, including:

- ANPR camera systems
- CCTV systems
- Parking enforcement officers
- Parking permit applications
- Online forms
- Telephone conversations
- Email correspondence
- Postal correspondence

Where a Parking Charge Notice is issued, registered keeper information may be obtained from:

- Driver and Vehicle Licensing Agency (DVLA)
 - Vehicle hire or leasing companies
 - Fleet operators
 - Employers
 - Individuals who identify the responsible driver
 - Credit reference agencies (where legally permitted)
 - Debt recovery tracing agencies when correspondence cannot be delivered
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Why We Process Your Data

We process personal information in order to:

- Manage private parking facilities
 - Enforce parking terms and conditions
 - Issue Parking Charge Notices
 - Prevent unauthorised parking
 - Investigate parking contraventions
 - Respond to enquiries and appeals
 - Process parking permits
 - Improve security within managed sites
 - Detect and prevent fraud
 - Meet legal and regulatory obligations
 - Protect the legitimate interests of our clients and authorised users
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Lawful Basis for Processing

Our processing activities are carried out under one or more lawful bases set out in Article 6 of the UK GDPR, including:

Legitimate Interests

The majority of our parking management activities are carried out under our legitimate interests and those of the landowners we represent, ensuring private land is managed effectively and contractual parking terms are enforced.

Legal Obligation

Where required, we process personal data to comply with applicable legislation, regulatory requirements, court orders, or requests from competent authorities.

Contract

Where parking permits or contractual parking arrangements exist, we process data necessary to fulfil those contractual obligations.

Who We Share Information With

We only share personal information where necessary and lawful.

Recipients may include:

- Driver and Vehicle Licensing Agency (DVLA)
- International Parking Community (IPC)
- Independent Appeals Service (IAS)
- Landowners and managing agents
- Legal advisers
- Debt recovery agencies
- Solicitors acting on our behalf
- IT service providers
- Payment processing providers
- Printing and mailing providers
- Credit reference agencies where legally permitted
- Law enforcement agencies
- Courts and regulatory authorities where required

Where statistical analysis is undertaken, anonymised data may be shared with analytical service providers. Such information cannot identify any individual.

We never sell your personal information.

Data Security

We take the security of your personal information seriously.

Appropriate technical and organisational measures are implemented to protect data against:

- Unauthorised access
- Loss
- Alteration
- Misuse
- Disclosure
- Destruction

Access to personal information is restricted to authorised personnel who require access for legitimate business purposes.

Data Retention

We retain personal information only for as long as necessary to fulfil the purposes for which it was collected, including satisfying legal, regulatory, accounting, and contractual requirements.

Retention periods vary depending upon the nature of the information and any ongoing legal proceedings or enforcement activity.

Once no longer required, information is securely deleted or anonymised.

Your Rights

Under UK data protection legislation, you have the following rights:

- Right of Access
- Right to Rectification
- Right to Erasure
- Right to Restrict Processing
- Right to Object to Processing
- Right to Data Portability
- Rights relating to Automated Decision Making (where applicable)

Requests will normally be responded to within one calendar month.

Cookies

Our website may use cookies to improve functionality, analyse website traffic, and enhance user experience.

You may control cookie preferences through your browser settings. Additional information is available in our Cookie Policy.

Third-Party Websites

Our website may contain links to third-party websites.

We are not responsible for the privacy practices or content of external websites, and users are encouraged to review their respective privacy policies.

Contact Us

If you have any questions regarding this Privacy Policy or wish to exercise your data protection rights, please contact us.

UK Parking Control Management Ltd

 Email: **info@ukparkingcontrolmanagement.co.uk**

 Telephone: **0330 043 9765**

 Address: **167-169 Great Portland Street, 5th Floor, London, England, W1W 5PF**

Complaints

If you are dissatisfied with the way we have handled your personal information, please contact us first so we have the opportunity to resolve your concerns.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: **0303 123 1113**

Website: **<https://ico.org.uk>**