



## Privacy Policy and Cookies

Fisc Parking Solutions are registered with the Information Commissioners Office (ICO) and keep in strict guidelines with the General Data Protection Regulation (GDPR).

### Collection of personal data

Sources that we may receive your personal data from are as follows:

- 1)The DVLA using KADEO (Keeper At Date Of Event) service.
- 2)From liaising with clients/their representatives via emails, letters, telephone calls, automated payment website and automated Telephone payment line.
- 3)External credit agencies.
- 4)Use of Automatic Number Plate Recognition (ANPR) cameras.
- 5)Parking Warden is with cameras.

### How we use your data

To issue Parking Charge Notices (PCN) to vehicles that are in breach of terms and conditions in a private car park.

To deal with appeals both internally and externally, in way of an independent appeals service provider, Parking On Private Land Appeals (POPLA).

### Who we may share your data with

- 1)A secure online payment processing provider
- 2)The DVLA (Driver and Vehicle Licensing Agency) for auditing purposes and investigations into complaints.
- 3)The Parking On Private Land Appeals (POPLA) independent appeal service.
- 4)Credit reference agencies to ensure that we are contacting you at your most recent address.
- 5)The British Parking Association (BPA) for auditing purposes.
- 6)Vehicle lease or hire companies that vehicle in question is involved with.
- 7)Email service providers to respond to any correspondence.
- 8)Debt recovery agencies
- 9)Police and security services

## **Storage and security of your data**

We store your data for a no- longer than necessary period, of 6 years. However, this period can be extended for any ongoing disputes. Any electronic data will not be shared with third party Advertising/marketing companies. Any hardcopy data such as letters are stored securely, and we have staff trained to dispose of them in the correct manner when need be.

## **Cookies**

This website belongs to FISC Parking Solutions LTD, company registration number 13258072, who is registered at 152-160 City Road, London, EC1V 2NX. Cookies are used to improve experience of visitors on our website. The data is used for statistical and analytical reasons which are not used to specifically identify anyone but are only processed. Cookies are files which contain small amounts of data which may include an unacknowledged unique identifier. Cookies are sent to your browser from our website and stored on your computer. You can instruct your browser to refuse all cookies. However, if you do so you may not be able to use some functions of our website.