

Privacy Policy

Introduction

Notinmyparkingspace.com ('NIMPS') takes its obligation to protect your personal information very seriously. This policy will outline how NIMPS handles the personal information we collect from our website when you sign up to our service and the information we, under reasonable cause, will request and handle from the Driver and Vehicle Licensing Agency ('DVLA').

What we collect and how we use it

NIMPS collects two categories of personal information, customer information and driver/keeper information. NIMPS classifies customer information as personal information you have provided to us during the sign-up process on our website. We will use this information to create and maintain customer records. We will use your personal information such as your email to contact you about our products and services. We also use information such as your site address to send you new and/or updated signage. We will never use your personal information to contact you about products and services that are not of interest to you. We will also never sell on your personal information to third parties.

The second category of information we hold is driver/keeper information. This is requested under reasonable cause from the DVLA when we issue a Parking Charge Notice to the registered keeper of a vehicle. This information is only used for this purpose, we will never contact a registered keeper about anything other than their Parking Charge Notice. We may also hold nominated driver information, this comes from the registered keeper who choose to nominate a driver during the Parking Charge Notice process. This information is treated the same as registered keeper details.

Driver/keeper personal information in relation to a Parking Charge may also be shared with:

- the Payment Processor for processing any online payments;
- the British Parking Association (BPA) for the purpose of audit of our car park management service;
- the Driver Vehicle Licence Agency (DVLA) for the purpose of audit of our car park management service;
- the Parking On Private Land Appeals (POPLA) Service for the purpose of assessing your appeal;
- collection agents for the purpose of enforcing a parking contract;
- solicitors for the purpose of enforcing a parking contract or responding to a legal query; or
- any other duly authorised sub-contractors.

How we keep everything secure

NIMPS and its parent company, StarTraQ Limited, keep customer and keeper/driver information safe and secure by maintaining a QMS certified against BS EN ISO 9001:2015 and an ISMS certified against BS ISO/IEC 27001:2013. We regularly review the effectiveness and performance of QMS and ISMS and assess opportunities for continual improvement.

Your right under the Data Protection Act

Under the Data Protection Act, you have the right to ask us what information we hold about you, the source of that information, and the uses to which it has been put. Such a request must be in writing and should be directed to the address below.

Contact us

If you would like to update your information or request a copy of the personal information we hold for you, please write to: Notinmyparkingspace.com, StarTraQ House, Banbury Office Village, Noral Way, Banbury, OXON, OX16 2SB

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