**Week-2 Privacy Policy for Parking System**

for

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Information and Communication Technology

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Developing an Object-Oriented Parking System involves designing the system itself and ensuring that privacy policies protect users’ data. So, before creating a privacy policy, let’s outline the parking system's requirements.

**Parking System Requirements:**

1. Parking lots and fees: The university has multiple parking lots with different fees. Some are entry-exit parking lots, and some are entry-only parking lots. The parking fee is charged hourly if a customer parks the car in an entry-exit parking lot. The charges are incurred daily if the customer parks the car in an entry-only parking lot. Customers with a valid parking permit can use any parking lot. Parking fees are charged directly to the customer’s account.
2. Customer Registration: Customers must register by giving their personal information and their cars by providing the details to the University parking office to get a valid parking permit to use any parking lot. They can have multiple cars and request parking permits for each car.
3. Discount for Compact Cars: The University Parking Office provides a 20% discount on the parking fees for compact cars compared to SUVs.
4. Billing Process: The Parking Office charges customers monthly parking fees. The parking fees are charged to the customer by considering multiple factors, such as the type of car and the parking lot in which the car is parked. Payments occur outside the parking system and will not be verified by the Parking system.

**Internal Policy**

**Introduction**

The University Parking System is committed to protecting the privacy of our customers and ensuring the secure handling of their personal information. This privacy policy outlines how we collect, use, and safeguard user data within our parking system.

**Application:**

* This application processes parking transactions, manages customer accounts and parking lots, and tracks parking usage.

**Data Collected:**

* The Parking system collects the following data:
* Customer Information: Name, address line1, address line2, city, state, zip code, contact information, Car details.
* Vehicle Information: an SUV or Compact type of vehicle, vehicle license number
* Transaction data: Parking duration, parking lot used, parking entry and exit times, and fees charged.
* Additionally, the system may collect user preferences and behavior data within the application to enhance the user experience.

**Use of Data:**

* The data collected by the Parking system can be used to manage parking permits, track parking transactions, and generate invoices.
* The parking duration data can be used to generate monthly bills for the parking fees users incur.
* This data can also be used to send notifications and updates related to the parking services and the account activities.
* Enhancing user experience and optimizing parking services can be done by analyzing user data.

**Data Security:**

* Robust security measures are employed to protect users' data from unauthorized access.
* Access to user data is restricted to authorized personnel who will be required to access it for operational purposes.
* Sensitive data will be encrypted to prevent unauthorized access and ensure safeguards during transmission and storage.
* We conduct regular security audits to identify and address potential vulnerabilities in the parking system.

**Privacy Implications:**

* The data collected by the parking system is primarily used for administrative and billing purposes. It can also be used to identify individuals and their vehicles.
* While the data does not inherently contain health data related to disability parking, it may indirectly reveal information about the user's whereabouts and activities, which could have privacy implications.

**Access to Data:**

* Access to customer data in the parking system is limited to authorized personnel who require it for administrative and operational purposes.
* Employees with specific roles responsible for managing parking services can only access sensitive data, such as customers' personal information and transaction history.

**External Policy:**

**Information collected:**

* The University Parking System collects necessary customer information, including personal details and vehicle information, to provide parking services.
* Data includes the customer's name, address line 1, address line 2, city, state, zip code, and phone number. It also consists of the customer’s car details, such as the type of the car, license number, and parking history.
* Additionally, the system may collect user preferences and behavior data to enhance the user experience.

**Access to Data:**

* Customers can access and update their data stored in the Parking system application by accessing their account settings within the application.
* Customers can request a copy of their data or its deletion by contacting the Parking Office.

**User control:**

* Customers can access their account settings within the application to view and modify their data as needed.
* Customers can review and update their personal information stored in the University Parking System.
* Customers can view their parking history and the charges.
* Customers can register additional cars to the system and request parking permits.

**Data Security:**

* The University Parking System prioritizes the security of customers' data and employs industry-standard security measures to protect user data from unauthorized access, disclosure, alteration, or destruction.
* Encryption of sensitive information, restricted access controls, and regular security audits are also included.

**Data Visibility:**

* Users can view the data stored about them, including personal information, vehicle details, and transaction history, within their account settings.
* Customers can also contact the Parking Office to request a copy of their data or to request that data be deleted.
* The parking system provides transparency regarding the types of data collected and how it is used.

**Violation Protections:**

* Customers are encouraged to report concerns to the University Parking Office in case of a privacy breach or privacy policy violation.
* The University Parking Office will promptly investigate any reported breaches and take appropriate measures to mitigate harm and prevent future occurrences.
* Legal protections will also be applied based on local regulations.

**Conclusion:**

* By using the Parking system, users agree to follow the terms outlined in this privacy policy.
* The Parking system is committed to protecting customers' privacy and securing personal data according to laws and regulations.

**References:**

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3. “Sample Mobile App Privacy Policy Template.” 2017. Termly. June 30, 2017. <https://termly.io/resources/templates/app-privacy-policy/>.