

Privacy Notice Heligan Field Car Park

Effective Date: 1st May 2025

Parc-an-Hoy Ltd ("we", "our", or "us") is committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, and protect your personal data when you use our Automatic Number Plate Recognition (ANPR) Surveillance system at Heligan Field car park.

1. Who We Are

We are Parc-an-Hoy Ltd, located at Heligan, Pentewan, Cornwall UK PL26 6EN, and we manage the car park where ANPR cameras are in operation. For the purpose of this Privacy Notice, we are the data controller of your personal data.

2. What Personal Data We Collect

We collect the following personal data through the use of our ANPR Surveillance Camera system:

- **Vehicle Registration Number (VRN):** This is captured by the ANPR cameras when your vehicle enters or exits the car park.
- **Date and Time of Entry/Exit:** This is recorded when your vehicle enters or exits the car park.
- **Location Data:** Associated with your entry or exit points within the car park.
- **Payment Information:** If you use our payment system, payment details (which are processed securely through a third-party provider).

3. Why We Collect Your Data

We collect your personal data for the following purposes:

- **To Manage and Monitor Parking Sessions:** To monitor the duration of your parking stay, calculate fees, manage billing and analyse usage.
- **Security and Fraud Prevention:** To ensure the security of our car park, prevent misuse of parking spaces, and prevent fraudulent activities.
- **Enforcement of Car Park Rules:** To enforce the terms and conditions of parking at our car park, including issuing fines or parking charges for non-compliance.
- **Compliance with Legal Obligations:** To comply with relevant legal requirements and regulations.

4. Legal Basis for Processing Your Data

We process your personal data based on the following legal grounds:

- **Performance of a Contract:** When you park your vehicle in our car park, we enter into a contract with you regarding parking services, which necessitates the processing of your vehicle data.
- **Legitimate Interests:** We have a legitimate interest in ensuring the proper management, security, and enforcement of our car park.
- **Compliance with Legal Obligations:** We process data to meet legal and regulatory requirements.



Operating in accordance with the
British Parking Association's Approved
Operator Scheme



5. How We Share Your Data

We may share your personal data with the following parties:

- **Third-Party Service Providers:** We may share data with payment processors, ticketing services, and other relevant third parties who provide services on our behalf.
- **Law Enforcement or Regulatory Bodies:** We may disclose your data to law enforcement or regulatory authorities if required by law, or if necessary for the investigation of any suspected illegal activities or breaches of car park rules.

6. How Long We Retain Your Data

We will retain your personal data for as long as is necessary for the purposes outlined in this Privacy Notice or as required by law. Typically, we retain vehicle registration data for a period of up to 60 days, after which it will be securely deleted unless there is a legal reason to retain it for longer (such as an ongoing dispute) or a complaint is raised following our complaint procedure.

7. Your Rights

As a data subject, you have the following rights under data protection law:

- **Right to Access:** You can request access to the personal data we hold about you.
- **Right to Rectification:** You can request that we correct any inaccurate or incomplete personal data we hold about you.
- **Right to Erasure:** You can request the deletion of your personal data, subject to certain conditions.
- **Right to Object:** You can object to the processing of your personal data, including for marketing purposes.
- **Right to Data Portability:** You can request to receive your personal data in a structured, commonly used format, and transmit it to another data controller.

To exercise your rights, please contact us using the contact details provided below.

8. Security of Your Data

We take the security of your personal data seriously and have implemented appropriate technical and organizational measures to protect it against unauthorized access, loss, or alteration. However, please note that no method of data transmission over the internet is entirely secure.

9. Changes to This Privacy Notice

We may update this Privacy Notice from time to time to reflect changes in our practices or legal requirements. We will notify you of any significant changes by posting the updated Privacy Notice on our website or within the car park.

10. Contact Us

If you have any questions or concerns about this Privacy Notice or how we process your personal data, please contact us at:

Parc-an-Hoy Ltd

Email: parc.an.hoy@gmail.com

Address: Heligan, Pentewan, Cornwall UK PL26 6EN



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