

Data Privacy Notice for the Civil Enforcement of Bus Lane & Moving Traffic Offences in Hertfordshire (2024 – 2029)

1 Why we need your information.

- 1.1 The highway network provides one of the most important and valuable public facilities for Hertfordshire.
- 1.2 Hertfordshire County Council's Traffic Manager and supporting Network Management Team (NM Team) are responsible for managing the network, ensuring compliance with Local Transport Plan Policies, DfT's Gear Change Policy and the 2004 Traffic Management Act (TMA), which imposes the Network Management Duty (NMD) on highway authorities.
- 1.3 Under the NMD HCC is required to identify potential causes (including making future predictions) of road congestion or other disruption to the movement of all modes of travel on Hertfordshire's network. The competing and sometimes conflicting demands for use of the highway far outstrips its capacity and, therefore the network needs to be managed actively, which sometimes needs to be assisted by enforcement.
- 1.5 The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions) (England) Regulations 2022 provides the overall regulatory framework for local authorities to enforce contraventions.
- 1.6 Hertfordshire County Council was enabled, under Section 144 of the Transport Act 2000 to impose penalty charges for bus lane contraventions and has subsequently secured powers under Part 6 of the Traffic Management Act (2004) for the civil enforcement of moving traffic offences
- 1.7 The information you provide to us will be used to allow us to fulfil our duties and responsibilities for enforcement through the identification of contraventions and issuing penalty charge notices appropriately.

2 What we will do with your information.

- 2.1 The information you give us will be held by Hertfordshire County Council's Traffic Manager and supporting Network Management Team (NM Team) for the purposes of undertaking effective and appropriate camera enforcement of bus lane and moving traffic contraventions.

2.2 To support Hertfordshire County Council in this task we will be required to share your information with the following organisations, as appropriate:

- The Traffic Penalty Tribunal
- The Traffic Enforcement Centre
- DVLA
- Other Local Authorities
- Marston Holdings Ltd who deliver the camera enforcement service to the county council.
- Law enforcement agencies

2.3 Information will only be shared with law enforcement agencies on formal, validated requests and for the following purposes:

- The prevention or detection of crime
- The apprehension or prosecution of offenders
- The assessment or collection of any tax or duty or any imposition of a similar nature

3 Information we collect.

3.1 We collect personal information about you and this may include:

- Details of your vehicle such as vehicle registration number, vehicle ownership checks (DVLA), vehicle, make and model, location of vehicle, other civil traffic enforcement contravention details
- Details about you such as address, telephone number, email address
- Contact we have had with you, such as any correspondence, formal enforcement notices and fraud investigations.
- Images of you if captured by the Automatic Number Plate Recognition cameras
- Your credit/debit card or cheque details
- Information on your physical health to verify mitigation statements you may make when challenging the issuing of a Penalty Charge Notice.
- Images of you captured by body cameras worn by debt collection agents employed by Marston Holdings Ltd operating on behalf of Hertfordshire County Council

3.2 We may record telephone calls for the following purposes:

- Quality assurance
- Training
- Fraud prevention
- Compliance

4 How long we will keep your information.

- 4.1 Data associated with resolved Penalty Charge Notices are stored for a period of up to 3 years.
- 4.2 Data associated with outstanding debts are stored for a period of up to 6 years.

5 Keeping your information secure.

- 5.1 We will use technological and organisation measures to keep your information secure. These measures may include the following examples:
- All data is stored on a database on a secure server which are protected by multi factor authentication
 - All payment processing is undertaken using PCI DSS compliant systems.

6 What are your rights?

- 6.1 Hertfordshire County Council will be the Data Controller for this information.
- 6.2 You have a number of rights over the data we collect and hold about you.
- You have the right to be informed about what information we hold about you and how we use it.
 - You have the right to request copies of any information the Council holds about you by making a subject access request.
 - If information we hold about you is factually inaccurate you have the right to have it corrected.
 - You have the right to object to the way we are using your data.
 - You have the right to request that your data is deleted. However we may be unable to delete your data if there is a need for us to keep it. In this case you will receive an explanation of why we need to keep the data.
 - You can also request that we stop using your data while we consider a request to have it corrected or deleted. There may be some circumstances in which we are unable to do this however we will provide an explanation if this is the case.
 - In certain circumstances you may also request data we hold about you in a format that allows it to be transferred to another organisation.
 - In the event that decisions are taken using automated processes you have the right to request that these decisions are reviewed by a member of staff and to challenge these decisions.
- 6.3 If you would like to request copies of your data, request that your data is deleted or have any other queries in relation to data which the Council holds about you please contact the Data Protection Team.

Data Protection Team
Hertfordshire County Council
County Hall

Pegs Lane
Hertford
SG13 8DQ
Tel: 01992 588099
Email: data.protection@hertfordshire.co.uk

- 6.4 You can also contact our Data Protection Officer at dataprotection.officer@hertfordshire.gov.uk or in writing to the address above.
- 6.5 If you are unhappy with the way that Hertfordshire County Council has used your data or with the way we have responded to a request you also have the right to contact the Information Commissioner's Office www.ico.org.uk .

7 Changes to this Privacy Notice

- 7.1 We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates.
- 7.2 We may also notify you in other ways from time to time about the processing of your personal information.
- 7.3 This Privacy Notice was prepared in December 2023.