

Privacy Notice – Penalty Charge Notice (PCN)

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website.

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

What data we need to collect and use?

To provide this service, we will collect and use some or all of the personal information below:

- Name,
- Address,
- Email address,
- Telephone number,
- Vehicle registration details.

How do we use your personal information?

We use this information for the following reason:

The data is used for providing the test and live systems we need to use to process Penalty Charge Notices.

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance. We may share some of your personal information with one or more of the following:

- Traffic Penalty Tribunal, [Privacy Notice - Traffic Penalty Tribunal](#)
- Traffic Enforcement Centre,
- Marston Holdings Enforcement Agents, - [Marston Holdings privacy notice - Marston Holdings](#)
- European Parking Collections agencies

Privacy Notice Bristol City Council



We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

- Modaxo (operating under the name Trellint) - [Privacy Policy - Modaxo](#) – Hosted Permit Case Management Systems
- Hinton Rescue - Vehicle Removal Contractor
- Xerox - Postal PCN Appeal Scanning Contractor [Xerox Corporation Privacy Policy](#)
- Systems Engineering & Assessment (SEA) – Roadflow camera technology Contractor - [Privacy & Cookie Policy \(sea.co.uk\)](#)
- SYSTRA - [Website Privacy Policy - SYSTRA UK](#) – Financial forecast modelling
- Telsolutions - Provision of additional communication services in relation to outstanding payments

Provision of additional communication services in relation to outstanding payments. Outstanding payment details will be shared with Telsolutions prior to them making contact.

Bristol City Council use Telsolutions data enrichment product that uses all publicly available data from [Experian](#), GB Group, [LexisNexis](#) and [Transunion UK](#) in order to enable Bristol City Council to obtain additional contact information for outstanding Penalty Notice recovery purposes.

Data subjects can make contact with Telsolutions by writing to their head office- 84 Greenways Business Centre, Harlow, Essex, CM19 5QE.

Data subjects can make contact with GB Group by writing to their head office-. The Foundation, Herons Way, Chester, CH4 9GB.

Bristol City Council is required by law to protect the public funds it administers. It may share information provided to it with other bodies responsible for auditing, administering public funds, or where undertaking a public function, in order to prevent and detect fraud. For more information visit www.bristol.gov.uk/data-protection-foi/fraud-prevention-and-detection

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

What is the legal basis for our use of your personal information?

Our lawful bases for using your personal information are:

Privacy Notice Bristol City Council

- Article 6(e) of the UK GDPR - Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in Bristol City Council. The official authority to undertake this processing is provided to the council by its designation as a Highway Authority and enables it to take enforcement action under the Traffic Management Act 2004 and Transport Act 2000.

How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below:

- We will hold this information for 6 years, in line with Bristol City Council's Document Retention Schedule (DRS).

After this, your personal information will be deleted.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about your rights can be found in our [main privacy notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
College Green
Bristol
BS1 5TR



Privacy Notice Bristol City Council

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

Next annual review date: 24th February 2026.