

Privacy Notice for Off-Street Standard Charge Notices (SCN) and Appeal

Updated: 06 May 2026
Reviewed: 06 May 2026

The reason we use your data

Collecting this data is necessary to process vehicles that contravene parking regulations including but not limited to:

Photographic images are taken of the vehicle parking in contravention of the parking regulations.

Your name and address are obtained from the DVLA if the penalty charge notice (PCN) has not been paid within 28 days from the date of service of the PCN. For postal PCNs your information is obtained from the DVLA within two days from the date of the PCN notice being issued.

Your contact details are collected from correspondence you have submitted either via our website or via the appeals email. Where grounds relating to health are relied upon when appealing against a PCN, details regarding the medical information may be requested to consider this aspect as part of the appeals process.

The personal information you provide to the council will be used or processed for the purpose of your appeal. We will use the information for this purpose and may disclose it to those individuals or organisations referred to below.

What Information we collect

Your vehicle details are obtained by the Enforcement Officer. Photographic images are taken of the vehicle parking in contravention of the parking regulations.

Your name and address are obtained from the DVLA if the penalty charge notice (PCN) has not been paid within 28 days from the date of service of the PCN. For postal PCNs your information is obtained from the DVLA within two days from the date of the PCN notice being issued.

Your contact details are collected from correspondence you have submitted either via our website or via the appeals email. Where grounds relating to health are relied upon when appealing against a PCN, details regarding the medical information may be requested to consider this aspect as part of the appeals process.

The personal information you provide to the council will be used or processed for the purpose of your appeal. We will use the information for this purpose and may disclose it to those individuals or organisations referred to below.

Purpose

The purpose of processing your personal data is to administer our processing of PCNs and appeals.

We will use your data to process PCNs which are issued to vehicles in respect of off-street parking contraventions. All processes are carried out in line with traffic management and parking related legislation and using secure systems. The information you provide will only be used for the parking related purposes for which it was obtained.

Who we can share your data with

We may share our data with:

- internal departments
- other local authorities (education, social care children and relevant housing and employment and other services)
- Central Government
- other third-party organisations, as allowed by law, these include our nominated enforcement agents
- other partner agencies that provide services on our behalf
- agencies with whom we have a duty to co-operate, such as the police
- Housing Associations
- Benefits Agency
- HM Court Services
- Traffic Enforcement Centre
- Traffic Penalty Tribunal

We may share personal data with other organisations in the following circumstances:

- for law enforcement, regulation and licensing, criminal prosecutions and court proceedings
- for the purposes of prevention and detection of fraud (partner agencies and other local authorities within West Sussex involved directly in parking management and the police)
- in dealing with appeals against PCN (Traffic Penalty Tribunal, Traffic Enforcement Centre, the Courts and enforcement agents and agents providing services to the Borough and District Councils in carrying out their role in pursuing unpaid PCNs)
- if we need to share personal data in order to establish, exercise or defend our legal rights (this includes providing personal data to others for the purposes of the prevention and detection of fraud).

When computers make any decisions about you

Not applicable

How long we keep your data for

We keep records in line with the Council Retention Schedule.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the information that we hold about you. To make a request for your personal information please contact the Council's Data Protection Officer at dataprotection@rother.gov.uk.

You also have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have personal data rectified, blocked, erased or destroyed
- claim compensation for damages caused by a breach of the data protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us