Privacy Policy

University of Greenwich Visitor Parking System

1. Introduction

This document explains how we 'University of Greenwich' use the personal information collected from you when we process your visitor parking requests. The policy includes how long we keep the information for and the circumstances we might share it with third parties.

2. Who holds your information?

The information is held electronically by Solutionlabs Ltd as a Data Processor under contract to University of Greenwich. The system is kept on Solutionlabs' Cloud based servers hosted by Amazon Web Services stored in London or Ireland. It is accessed by University of Greenwich authorised staff via secure system administrator logins. The Data Controller for the purpose of the General Data Protection Regulation (GDPR) is University of Greenwich. Vehicle Registration Mark data is shared with our car park operator CP Plus Ltd T/A Group Nexus, and Zatpark under contract to Group Nexus, for the purpose of establishing authorised car park users.

All online data is transmitted using https secure internet connections.

3. Personal details we hold about you

We hold the data you provide when you register your details on the visitor parking system and book parking. This includes your name, e-mail address, and vehicle registration mark (VRM).

University of Greenwich staff access the system by creating a local account on the visitor parking system with a username and password. Passwords are stored by Solutionlabs in encrypted form.

Guest data is normally input by a University of Greenwich member of staff as the requester. This will be name and VRM and may include an e-mail address.

Requesters can access a booking history and saved visitors.

4. How we use your information

We need this data to establish entitlement to park at our campuses, and to identify the vehicle when parking. You are sent confirmation of the booking by e-mail. We may contact you if a problem has been identified with your booking, or with your vehicle whilst in one of our car parks. We may also refer to your details in relation to any reports of misuse or misconduct in our car parks.

If we have reason to believe that your booking information is incorrect, we may change it on your behalf. Note incorrect information may result in enforcement action being taken against you which could result in you being issued with a Parking Charge.

5. How long we hold your information

To comply with the GDPR we only hold your data for a reasonable minimum period.

We take a copy of all bookings every month that relate to an internal financial transaction. These records are held separately for 7-years to comply with the Companies Act 2006.

If your user account is no longer active, then after 3-years of inactivity we will contact you by e-mail. You will then have 30 days to login to the system or after this period your account and related data will be deleted.

6. How to access your personal data

You can amend booking data up to the day before the visit. If you are unable to amend data, please e-mail travel@gre.ac.uk with the details.

If you would like to access all the information we hold about you, you will need to make a Subject Access Request under the GDPR. To initiate this please e-mail compliance@gre.ac.uk.

Requests for removal of data in advance of the normal protocol outlined in **Section 5** above or objection to your data being processed must be directed in the first instance to compliance@gre.ac.uk for consideration.

7. Keeping your data secure

Your details are kept securely on Solutionlabs cloud-based servers in London or Ireland. These servers are regularly penetration tested. Access is monitored by the CloudWatch system with suspicious activity alerted to Solutionlabs. Daily back-up files are encrypted at source and uploaded by Solutionlabs using a https secure internet connection.

Report data downloaded by the University as outlined in **Section 5** above is held securely on University of Greenwich servers.

8. Sharing your personal information

To support the prevention and detection of crime we may provide data held about you by e-mail to the Police, or other statutory law enforcement agencies if requested.

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