

Privacy Notice Advantage Card Parking Refunds

Who we are

Library and Resident Services
Royal Borough of Windsor and Maidenhead
St Ives Road
Maidenhead
SL6 1RF

Lawful basis for processing information:

Traffic Management Act 2004

Article 6(1)(e) of the General Data Protection Regulation - processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

How we collect information:

Personal data is supplied by service users in form of an email or letter or over the phone.

Categories of information - We collect the name, address, bank account details, evidence of payment, residency details.

How we use the information provided:

We use the information to assess and process a refund request.

Who has access to the information about you:

Library and Resident staff use information to assess and process refund request.

Who we may share your information with:

We share the information with our finance service to enable the refund payment to be made.

How long we store your information:

Your information will be held for six years per our obligations to retain financial records under the Local Government Finance Act 1992.

Does your service utilise automated decision making:

No