

PayMyPark Privacy Policy

This is the Privacy Statement for Metric Group Ltd, trading as PayMyPark, having the registered office address of

Metric House, Westmead Drive, Westmead, Swindon, Wiltshire, SN5 7AD, United Kingdom. It was most recently updated in December 2023.

What personal information does PayMyPark collect?

We collect information relating to you that you have provided to us (through registration, completing forms, contacting us, or using our products and services) or that we may have obtained from another source.

This could include your name, address, telephone numbers, email address, vehicle registration mark (VRM) and any other information collected in relation to your use of our products and services (also see Statistical Information below).

Why do we collect personal information?

PayMyPark collects personal information from our customers and visitors to our site in order to carry out its functions, analyse and respond to queries, and provide services.

We also provide information regarding your parking session to the relevant authority or car park operator to enable the service to work and to help avoid Penalty Charge Notices (PCNs) being issued to your vehicle.

If you do not provide accurate information, we may not be able to provide our services correctly.

How do we collect personal information?

PayMyPark may ask you to provide personal information when you complete an online form, for example when submitting information via the website, subscribing to updates or newsletters, or when otherwise requested by PayMyPark.

Holding and retention of information

When you provide personal information, it will be held by PayMyPark. It may be stored or accessed on behalf of PayMyPark by authorised third parties (such as contractors) to the extent necessary.

We will store and keep it secure in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

PayMyPark will only retain personal information for as long as it is required for the purposes for which the information may lawfully be used.

How does PayMyPark use personal information?

We generally use personal information provided to us for the purpose you provided it (for example, to administer, evaluate and improve the website and app, and to improve our services).

We may also use personal information provided to us for other reasons permitted under UK data protection law (with your consent, for a directly related purpose, or where the law permits or requires it).

The purpose of this privacy statement is to let users and customers of PayMyPark and this website know when we collect personal information and what we do with it.

We do not use, share, or disclose personal information collected or received, except as set out in this statement.

Any aggregated information collected or shared by PayMyPark is anonymised and does not identify individuals. PayMyPark may share aggregated, anonymised information and reports with its partners.

Disclosure of information

PayMyPark will not disclose personal information you provide or that is collected unless you otherwise provide consent (for example, if we contact you to request consent to refer your queries to appropriate third-party agencies) or as required or permitted by law.

We will provide information regarding your parking session to the relevant local authority or private parking operator to enable provision of the services, and to notify them that your vehicle parking is paid.

Authorisation to disclose information

If you are contacting PayMyPark on behalf of another organisation, you must be authorised by that organisation to provide information to PayMyPark and to authorise the sharing of information (including any associated commercially sensitive information) with our partners where necessary for the provision of services.

Voluntary disclosure of personal information

You may choose to voluntarily provide personal information to PayMyPark, for example to report incidents, or provide feedback.

You may also report incidents anonymously. You are not required by law to provide PayMyPark

with personal information, although it may be necessary for us to assist you.

Your rights of access, correction and deletion

You have the right under UK GDPR and the Data Protection Act 2018 to:

- find out whether we hold personal information about you,
- access that information,
- request corrections to that information,
- request deletion of that information,
- limit the extent of processing of your personal data,
- refuse for your data to be used for profiling and automation without human involvement, and
- object to the processing of your data.

If PayMyPark has a good reason for refusing a request for correction, you are entitled to request that a statement be attached to the information of the correction that was sought but not made.

If you want to check personal information that we hold, please write to us at:

Metric Group Ltd (PayMyPark)
Metric House
Westmead Drive
Westmead
Swindon
Wiltshire, SN5 7AD

For more information on privacy laws in the UK, or to lodge a complaint, please contact the Information Commissioner's Office (ICO) at www.ico.org.uk.

Statistical information

We may collect statistical information about your visit to help us improve our site. This information is aggregated and non-personally identifying. It may include:

- your IP address
- the search terms you used
- the pages you accessed on our site and the links you clicked on
- the date and time you visited the site or used the application
- the referring site (if any) through which you clicked to our site
- the device you used to access the site
- your operating system (for example, Windows, Mac, iOS, Android), and
- the type of web browser you used (for example, Chrome, Safari, Edge, Firefox)

This information will be viewable by site administrators and certain PayMyPark employees. It may also be shared in anonymised form with partner organisations.

Cookies

Cookies are small text files that are sent by a website and stored on your device. Cookies are generally used to improve your experience of a website (for example, by remembering preferences you have set) and to track site usage.

PayMyPark does not use cookies on this website to gather personally identifiable information.

We use cookies to gather data about site usage trends and for security tools such as Google reCAPTCHA. You can read Google's privacy statement, and access a Google Analytics opt-out tool, at the Google Privacy Centre.

You can manually disable cookies at any time – check your browser's "Help" function to find out how. Disabling cookies will not prevent use of the website, but it may affect user experience and preferences.

Security

PayMyPark websites and systems have security measures in place to prevent the loss, misuse, and alteration of information under our control.

In order to maintain the cyber security of PayMyPark systems and information, they are subject to ongoing monitoring (including activity logging), analysis and auditing.

We may use information about your use of our websites and other IT systems to prevent unauthorised access or attacks on these systems, or to resolve such events. This may include use of information even if you are not involved in such activity.

PayMyPark may also utilise services from third-party suppliers to monitor or maintain cyber security. These suppliers may have access to monitoring and logging information as well as information processed on PayMyPark websites and systems.

Changes to this policy

We may need to update this policy from time to time, including when necessary to reflect changes to our services or to the law.

When we update this policy, we will revise the "last updated" date at the top. Where the changes are material, we will make reasonable efforts to notify you – usually by prominently posting a notice of those changes on our website or app.