

Notification regarding the processing of any personal data supplied on this form

Data Controller – Northamptonshire County Council; **Data Protection Officer contact** – DPO@northamptonshire.gov.uk; **Purpose for processing** – to administer the Council's permit, waiver, suspension facility ; **Legal basis for processing** – your data will be processed on the legal basis of Contract and Public Task; **Data Sharing** – the personal data collected may be shared with our authorised Contractors, bodies responsible for auditing or administering public funds, prevention and detection of fraud and in accordance with the Privacy Policy; **Data Retention** – this data will be retained for the purpose of audit and financial reporting requirements in accordance with our retention policies; **Your Rights** – You have the several rights, full details can be found within the Privacy Notice You also have the right to complain to the regulator; <https://ico.org.uk>; **For more information see:** <http://www3.northamptonshire.gov.uk/councilservices/northamptonshire-highways/parking/Pages/apply-for-a-parking-permit.aspx>

- **PERMITS ARE ONLY VALID IN THE ZONE SHOWING ON THE PERMIT. THE PERMIT ZONE LETTER RECORDED ON THE PERMIT MUST MATCH THE ZONE LETTER SHOWING ON THE PERMIT SIGN. YOU ARE NOT PERMITTED TO PARK IN ANY OTHER ZONE.**
- You must allow a **minimum** of 5 full working days to process your on-line application and 14 working days for all postal applications.
- Permits will be posted via **2nd class mail. NCC is not responsible for any items lost in the post.**
- Resident's permits are limited to **two** permits per property and are issued on a first come first served basis AND only valid for the vehicle registration as quoted on the permit.
- Visitor permits are limited to **one** per property, are for the sole use of visitors and are not a substitute for a residents permit. Misuse may result in a Penalty Charge Notice (PCN) being issued and the permit may be revoked.
- Business permits are limited to a maximum of **two** per business.
- Temporary permits are limited to a maximum of **one** per applicant and is valid for 3 months and if suitable documentation is provided before expiry then the temporary permit will be exchanged for a full residents permit (valid for 12 months from the date the temporary permit was issued).
- New applications only – proof of both residency and vehicle ownership is required prior to Northamptonshire County Council processing your application. **Failure to supply the necessary documentation within 14 days will result in the offer being withdrawn.**
- Proof of Residency and Vehicle Ownership are no longer required for permit renewals **BEFORE** the expiry date. However, by completing the renewal application you are confirming that you are still resident and the vehicle is registered at the property.
- Permits must be displayed in the vehicle ensuring all the written details on the permit are **clearly visible** through the windscreen at all times. **Failure to comply may result in a PCN being issued. ALL NOTES LEFT IN A VEHICLE WILL NOT BE CONSIDERED BY OUR OFFICERS as you are expected to always display a valid permit when parking in a permit zone.**
- Paid for permits do not become valid until properly displayed in the vehicle.
- **Do NOT affix the visitor permit in a vehicle as a more permanent arrangement as this implies the permit is being used not for its intended purpose i.e. by visitors to your property.**
- Renewal reminders (Residents, Visitor & Business permits only) will be issued **BY EMAIL** where possible.
- Permits cannot be issued if:
 - A vehicle exceeds 1525kg unladen weight or 3500kg gross weight, 5.5 metres in length or 2 metres in width
 - Incomplete documents are received
 - Maximum number of permits have been issued (e.g. one visitor permit already registered at the property)

- Replacement permits – an administrative cost of £7.50 will be charged (lost, stolen, damaged or undelivered etc.) – PCN's will be issued to any vehicle displaying a permit already reported as such. In order to minimise potential fraudulent use of the scheme, limitations on duplicate/replacement requests may apply.
- Change of vehicle – regrettably this service is not currently available on-line. Proof will be required to show that the applicant is the registered keeper of the vehicle (new keeper slip, insurance schedule or proof of purchase/sale) However, the old permit **must** be returned prior to processing the request. Failure to return the permit will result in the request being treated as a new application, the normal documents will be required and the usual fee charged.
DO NOT WAIT UNTIL YOU ARE DUE TO RECEIVE YOUR NEW VEHICLE BEFORE ARRANGING THE CHANGES TO YOUR PERMIT.
- If a card payment is charged back or a cheque dishonoured at any time then the permit becomes invalid from the notification date from the card company/bank and a PCN may be issued to a vehicle displaying the invalid permit – a letter to the holder is not generally required as their own bank will have confirmed the failed payment.
- Payments accepted via cheque, postal order (postal applications) credit and debit card (**on-line applications**) (Visa, Mastercard, Switch/Maestro and Solo) **Please do NOT send cash.**
- **Refunds will not be issued as the initial costs are administrative fees for the issue of the permit.**
- The Council reserves the right to check the particulars of any permit application at any time and may withdraw a permit if deemed ineligible.