

TWICKENHAM RIVERSIDE DEVELOPMENT – PARKING AND SERVICING CONSULTATION

SYSTRA PRIVACY NOTICE

Purpose:

- London Borough of Richmond upon Thames is undertaking a full review of parking provision at Twickenham Riverside, comprising the stretch of The Embankment between Wharf Lane and Water Lane.
- London Borough of Richmond upon Thames has launched a consultation that outlines the plans to remove approximately 82 parking spaces from The Embankment area, which will be balanced through a series of measures which they would like residents and businesses to have their say on. This is being undertaken via a questionnaire survey which is available online or as a paper copy.

Your personal data:

- Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (the "GDPR") and is treated as confidential.
- The personal data obtained by this survey (if you choose to provide it) comprises:
 - Your address, age and contact information (email address only); and
 - Whether you consider yourself to have a disability.
- These questions are optional. If you do not feel comfortable providing this information you are under no obligation to do so.
- London Borough of Richmond upon Thames asks Equality Monitoring questions at the end of all public consultations to be sure that they are being fair and considering the impacts of any possible changes on any groups with protected characteristics. The Council is required to do this under Equalities legislation.

Who are we?

- London Borough of Richmond upon Thames will be the **Data Controllers**. This means they will be responsible for: collecting your personal data; and deciding how your personal data is processed and for what purposes.
- SYSTRA Ltd Transport Consultants (SYSTRA) have been commissioned by London Borough of Richmond upon Thames to act as the **Data Processors**, meaning that we will be responsible for processing data on behalf of London Borough of Richmond upon Thames.

How is it collected?

- Responses are being collected via an online survey posted on London Borough of Richmond upon Thames website. If you would like a paper copy of the questionnaire, please contact 020 8891 1411 and this will be posted out to you along with a pre-paid envelope for your response.
- Closing date for online or paper consultation responses is Sunday 12 July 2020.

Why is it being collected?

- London Borough of Richmond upon Thames would like to hear residents and businesses views about the proposals and any comments or concerns (including any suggestions or alternative measures) that you would like them to consider.
- London Borough of Richmond upon Thames's legal basis for collecting this data is known as 'public task'. This means 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 will it be used?

- SYSTRA complies with its obligations under the GDPR by: keeping personal data up to date as far as is reasonably possible; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.
- Your data will be analysed anonymously with all other participant data. SYSTRA will report the findings of the research to the London Borough of Richmond upon Thames. No individual will be made identifiable in the report.

Who will it be shared with?

- The London Borough of Richmond upon Thames and SYSTRA will not share your personal data with any other third party.

How long do we keep your personal data?

- We keep your personal data for no longer than reasonably necessary. Once the report has been prepared and issued to London Borough of Richmond upon Thames, the data obtained through this survey will be erased from SYSTRA's files within 6 months of completion.

Your rights and your personal data:

You have the following rights with respect to your personal data:

- The right to request a copy of your personal data which SYSTRA holds about you;
- The right to request that SYSTRA corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for SYSTRA to retain such data;
- The right to withdraw your consent to the processing at any time;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data;
- The right to lodge a complaint with the Information Commissioners Office (ICO).

The Privacy Notice for the London Borough of Richmond upon Thames can be found here:

https://richmond.gov.uk/council/open_richmond/data_protection

How to Complain:

To exercise all relevant rights, queries or complaints please contact London Borough of Richmond upon Thames Data Protection Officer at: DPO@richmondandwandsworth.gov.uk.

If you wish to complain to the ICO about how we have used your data, please find their details below.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Their contact details can be found via the [ICO website](https://ico.org.uk) or you can email casework@ico.org.uk.