



Saltash Town Council
The Guildhall
12 Lower Fore Street
Saltash
PL12 6JX

My ref: RES 20-21
Date: 5 May 2021

Dear Saltash Town Council

PERMIT NUMBER/S: RS/2784
YOUR SPACE/S: 1
SPACE TYPE Residential
CAR PARK: Alexandra Square

Please find enclosed the forms offering you the opportunity to renew your reserved parking space/s at the above car park for the year 2021/22.

On the attached Reserved Spaces Price list Appendix A you will see the ticket types available for your space. Please note that if your car park has differing business or resident types you can only apply for the tickets available for the space type that you currently have – that is detailed above. The number of printed copies of the permit you will be able to have are as below and we are unable to provide additional ones.

NB VRM = Vehicle Registration Mark

Car Park: Alexandra Square	Number of printed permits you will receive
Ticket Type 1 - 1 VRM	1 Permits
Ticket Type 2 - 2 VRM	2 Permits
Ticket Type 3 - 5 VRM	5 Permits
Ticket Type 4 - No VRM	5 Permits

Please see Appendix B regarding eligibility for St Ives, Newlyn, Mousehole and Helston Permits. May I remind you that in locations where we have existing policies of eligibility criteria's for spaces i.e. where lease holders must either be a resident or business within a specific catchment area, a restriction on the purchase of Ticket Type Four has been put into effect. These are:

- 1) All St Ives and Newlyn reserved car parks – Ticket Four will only be available to those that are paying Non Domestic Rates
- 2) Duck Street, Mousehole and Castle Green, Helston – Ticket Type Four is not available.

Vehicle Registration Mark permit types: If you purchase a permit with a VRM and you should wish to change your vehicle there will be a £10 administration fee to do so. You will need to notify us of any changes in advance as these may take 10 days to process. You are only permitted to make the number of vehicle changes according to the number of VRM's on the permit. I.e. - 1 vehicle- 1 Change, 5 vehicles- 5 changes.

DATA PROTECTION FORM: In line with Data Protection regulations we are required to advise you how we will deal with information we keep on our systems about you and you have to confirm that you authorise us to do that. As such we have enclosed two copies of an information sheet 'Data Protection Privacy Notice' which you need to read and then return one copy (Form D) to us.

You need to return all your completed paperwork to us by 24 May 2021. Please see the enclosed advice note Appendix C which gives step by step guidance on 'What you need to do to renew your space/s'.

PAYMENT: Please see Appendix D which is a payment guide that gives detailed information relating to the differing payment options available for you.

IMPORTANT: If you do not correctly complete and return all of the required paperwork by 24 May 2021 or contact us, we cannot guarantee to keep your space/s and renew your permit. We will deem that you no longer require the space and as such will lease it to someone else.

What you need to do if you no longer require your space?

If you do not wish to renew your space you must either contact us directly using the methods listed below, or complete the relevant section on the reserved space application form and return it.

Contacting the Permit Team

- Email parkingpermitenquiries@cornwall.gov.uk
- By phoning our contact centre on 0300 1234 222 to leave us a message
- post to Parking Permit Team, PO Box 664, Truro, TR1 9DH

The best way to contact the team is by email as they will be able to quickly read and note details; they will reply as soon as they can. Please do not use any other forms of contact than those as above as we cannot guarantee that it will reach us and this could mean your new permit will not be generated.

THIS IS THE BUSIEST TIME OF YEAR FOR THE PERMIT TEAM. IF YOU CONTACT US THERE IS POTENTIAL THAT IT COULD BE A WEEK OR MORE BEFORE WE ARE ABLE TO RESPOND, AND REPEAT CALLS/EMAILS ADD TO THE TIME IT TAKES US TO ASSIST EVERYONE. PLEASE BE ASSURED THAT WE WILL BE READING THE CONTACT CENTRE MESSAGES AND YOUR EMAILS, BUT MIGHT NOT BE ABLE TO IMMEDIATELY RESPOND. IF WE CONSIDER YOUR ENQUIRY NEEDS URGENT RESPONSE WE WILL CONTACT YOU.

**PLEASE CONTINUE TO DISPLAY YOUR PERMIT WITH THE EXPIRY DATE
OF 31 May 2021**

Please be assured that we will not be enforcing on any space with a vehicle displaying a valid permit (expiry date of 31st May 2021). **Please do not worry:** if you have contacted us by the date required, we will NOT enforce on your space. We will not enforce on any space we have had contact about until we are assured all the permits have been delivered. We are endeavouring to have all new permits processed as quickly as possible but it is likely that we will not have this complete for several weeks.

If you are returning your paperwork by post and have any concerns at all about your paperwork being mislaid in the post then you might wish to send it by recorded delivery

We apologise for the delays with this process and thank you in advance for your patience.

Yours sincerely



Ken Polmounter
Operations Manager, Parking
Economic Growth & Development

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FORM A - THIS FORM MUST BE RETURNED TO PARKING PERMIT TEAM

Please tick the box to confirm:

By returning this form to Cornwall Council I am confirming that I am the named licence holder below and that I will comply with the terms of the licence detailed below. I also confirm that I meet the criteria necessary for a resident or business reserved space as detailed on Appendix A

CORNWALL COUNCIL
RESERVED PARKING SPACE LICENCE

Name of Licence Holder:

Saltash Town Council

Licence Conditions

1. **Permitted hours:** All hours
Permitted days: All days
Duration of Licence: From 1st April 2021 -31st March 2022
Reserved Space No: **1**
Parking Area: **Alexandra Square**
Type of Space: **Residential**

Licence Fee: As per Appendix A - Reserved space price list
2. The holder of this Licence shall comply with the following terms:
 - (i) to pay the Licence Fee within 14 days of the date payment is due. Failure to do so will result in revocation of the licence
 - (ii) to inform the Council immediately if the space is to be vacated or not required either during or at the end of a licensed period
 - (iii) to produce this Licence on demand when so required by an Officer of the Council
 - (iv) ensure that a current parking permit, appropriate to the space, is clearly displayed inside the front windscreen or on the dashboard of any vehicle using the space so that it can be easily read from the front of the vehicle
 - (v) not to cause any unnecessary obstruction of the access ways leading to or within the parking area or park in a manner so as to obstruct or inconvenience the user of any adjoining parking spaces
 - (vi) not to cause a nuisance, annoyance or danger to any persons lawfully using the parking area
 - (vii) not to make any excavations or indentations of any description whatsoever in the surface of the reserved parking space, place or fix anything to or upon it or to any nearby wall unless the Council has given its written consent to do so
 - (viii) not to use the reserved parking space for any purpose other than the parking of vehicles only

- (ix) to indemnify the Council against all action, proceedings, claims, demands and liability which may at any time be taken, made or incurred in consequence of the exercise of the rights permitted by this Licence
- (x) to comply with any directions that may be given by the Council or its Officers or Agents from time to time to ensure compliance with the terms of this Licence or in respect of the efficient operation of the parking area
- (xi) to fully compensate the Council if the reserved parking space or its immediate adjacent area is damaged or defaced through misuse or neglect
- (xii) not to underlet/sublet/assign or part with possession of the reserved space without the written consent of the Council, as this will result in the immediate termination of the reserved space and this licence.

3. The Council may:

- (i) allocate an alternative parking space in the parking area for such period as it directs in the event that the reserved space is required to be vacated to enable works to be carried out in the parking area
- (ii) terminate this Licence upon giving 7 days prior written notice in the event of a breach of any of the above mentioned conditions or in the event of any proposal to alter or redevelop the parking area
- (iii) the benefit of this consent is exclusive to the Holder and is not transferrable
- (iv) the Council shall be under no obligation to the Licence Holder to renew this Licence at the end of the Licence period
- (v) if a permit is lost or destroyed, the permit holder may apply to the Council for the issue of a replacement permit. For the first loss within a year after a permit has been issued this will be 10% of the full cost of a new permit (this will apply to each permit issued at renewal). For subsequent losses this will be 25% of the full cost of a new permit (this will apply to each permit issued at renewal). The original permit will become invalid
- (vi) in signing this consent the Licence Holder has agreed to be bound by the terms and conditions set out above

Signed:



Dated: 1 April 2021

Officer and authorised signatory for the Council

Signed:

Dated:

The Licence Holder

FORM B - PLEASE SIGN AND KEEP THIS COPY FOR YOUR RECORDS**CORNWALL COUNCIL**
RESERVED PARKING SPACE LICENCE**Name of Licence Holder:**

Saltash Town Council

Licence Conditions

1. **Permitted hours:** All hours
Permitted days: All days
Duration of Licence: From 1st April 2021 -31st March 2022
Reserved Space No: **1**
Parking Area: **Alexandra Square**
Type of Space: **Residential**

Licence Fee: As per Appendix A - Reserved space price list
2. The holder of this Licence shall comply with the following terms:
 - (i) to pay the Licence Fee within 14 days of the date payment is due. Failure to do so will result in revocation of the licence
 - (ii) to inform the Council immediately if the space is to be vacated or not required either during or at the end of a licensed period
 - (iii) to produce this Licence on demand when so required by an Officer of the Council
 - (iv) ensure that a current parking permit, appropriate to the space, is clearly displayed inside the front windscreen or on the dashboard of any vehicle using the space so that it can be easily read from the front of the vehicle
 - (v) not to cause any unnecessary obstruction of the access ways leading to or within the parking area or park in a manner so as to obstruct or inconvenience the user of any adjoining parking spaces
 - (vi) not to cause a nuisance, annoyance or danger to any persons lawfully using the parking area
 - (vii) not to make any excavations or indentations of any description whatsoever in the surface of the reserved parking space, place or fix anything to or upon it or to any nearby wall unless the Council has given its written consent to do so
 - (viii) not to use the reserved parking space for any purpose other than the parking of vehicles only
 - (ix) to indemnify the Council against all action, proceedings, claims, demands and liability which may at any time be taken, made or incurred in consequence of the exercise of the rights permitted by this Licence
 - (x) to comply with any directions that may be given by the Council or its Officers or Agents from time to time to ensure compliance with the terms of this Licence or in respect of the efficient operation of the parking area
 - (xi) to fully compensate the Council if the reserved parking space or its immediate adjacent area is damaged or defaced through misuse or neglect

(xii) not to underlet/sublet/assign or part with possession of the reserved space without the written consent of the Council, as this will result in the immediate termination of the reserved space and this licence.

4. The Council may:

- (i) allocate an alternative parking space in the parking area for such period as it directs in the event that the reserved space is required to be vacated to enable works to be carried out in the parking area
- (ii) terminate this Licence upon giving 7 days prior written notice in the event of a breach of any of the above mentioned conditions or in the event of any proposal to alter or redevelop the parking area
- (iii) the benefit of this consent is exclusive to the Holder and is not transferrable
- (iv) the Council shall be under no obligation to the Licence Holder to renew this Licence at the end of the Licence period
- (v) if a permit is lost or destroyed, the permit holder may apply to the Council for the issue of a replacement permit. For the first loss within a year after a permit has been issued this will be 10% of the full cost of a new permit (this will apply to each permit issued at renewal). For subsequent losses this will be 25% of the full cost of a new permit (this will apply to each permit issued at renewal). The original permit will become invalid
- (vi) in signing this consent the Licence Holder has agreed to be bound by the terms and conditions set out above

Signed:



Dated: 1 April 2021

Officer and authorised signatory for the Council

Signed:

Dated:

The Licence Holder

**FORM C – THIS FORM MUST BE COMPLETED AND RETURNED TO THE PARKING
PERMIT TEAM
RESERVED PARKING SPACE
APPLICATION/PAYMENT FORM 2020/21**

SPACE NO: 1
SPACE TYPE: Residential

CAR PARK: Alexandra Square
PERMIT NO: RS/2784

Name:

Address:

..... Postcode:

Please note this should be the address you want us to detail as your main home/business address on our system and will be where we send correspondence)

Daytime phone no: Email.....

(Please note we are only able to contact you during normal office hours of 9am – 5pm)

NB Due to issues with missed deliveries we have to send the permits by recorded post, which must be signed for. Please detail below if you wish to have the permits sent to any other address other than that detailed above. Please note: we cannot be responsible for any permits lost in the postal system.

Alternative address to send permits by recorded delivery:

Name:

Address:

..... Postcode:

**Please see enclosed note 'Your Payment Options'
PAYMENT please tick (✓) box applicable**

- (A)**- Please find enclosed a cheque for the full amount payable to 'Cornwall Council'
- (B)**- I request that you contact me on the above number/s to take full payment by Debit/Credit card
- (C)** - I require an invoice for the full amount (please complete invoice details overleaf)
- (D)**- I wish to continue my Direct Debit; I confirm the payments are to continue from the same account
- (E)**- I wish to set up a Direct Debit. The Number to contact me on is.....

FOR OFFICE USE ONLY	
New Permit Numbers:	
Date Sent:	Recorded No:
No of VRMs on Permit:	Multi-permits?
Payment Type:	Cheque Number:

Continued over

**Please choose your ticket type and list the VRM (vehicle registration mark) for each vehicle where a VRM is required.
It is very important you print the VRMs carefully so that we can read them clearly.**

The Permit allowances for this year are:

- Ticket Type 1- 1 VRM - 1 Permit
- Ticket Type 2- 2 VRM - 2 Permits
- Ticket Type 3- 5 VRM – 5 Permits
- Ticket Type 4 – No VRMs -5 Permits

Please note that these permit allowances are fixed and we are unable to provide any additional permits. There will be a £10 charge for lost/replacement permits.

VRM Changes For any vehicle specific permit types, should you change your vehicle there will be a £10 administration fee. You will need to notify us of any changes in advance as these may take 10 days to process. Please contact us at parkingpermitenquiries@cornwall.gov.uk. Please note that no temporary changes of vehicle registration numbers can be made

You are only permitted to make the number of vehicle changes according to the number of VRMs on the permit i.e. 1 vehicle – 1 change, 5 Vehicles- 5 changes.

Cancelling Space licence

If you no longer require the space detailed on this form please tick the box and then sign and return this form to us

- I confirm that I no longer require the parking space detailed on this form

INVOICE DETAILS (this is not a direct debit payment - invoices require full payment within 28 days of receipt of invoice)

If payment has not been sent with this form and an invoice is required, please advise full details of address where it should be sent :

.....

I confirm that I am the licence space holder as detailed on Form A

Print Name:

Date:

Please return completed form by 24 May 2021 to:

By email to parkingpermitenquiries@cornwall.gov.uk OR
 By Post to Parking Permit Team, PO Box 664, Truro, Cornwall, TR1 9DH

FORM D - THIS FORM MUST BE COMPLETED AND RETURNED TO PARKING PERMIT TEAM

DATA PROTECTION PRIVACY NOTICE CORNWALL COUNCIL

Who will control my data?

The Data Controller for all the information you provide on this form is Cornwall Council, New County Hall, Treyew Road, Truro TR1 3AY. Data Protection Registration Number: Z1745294

There's something I don't understand

If you need help in understanding or completing this form, please contact the Parking Services team on telephone number 0300 1234 222 or by emailing parkingpermitenquiries@cornwall.gov.uk

How we will use the information about you

The information you provide on this form will be used to assess your application for a Reserved Parking space/permit

Who else will we share your information with?

We will only use this information in conjunction with your Reserved parking space lease/permit. This may include checks with the Council Tax team if eligibility for the space is based upon residency or business ownership. It will be shared with our finance teams for the purposes of income reconciliation and collection of any outstanding payments. We may also use your data for the purposes of verifying information in relation to any Penalty Charge Notices issued which relate to the use of the space/s that you lease and/or the permit/s which you are issued.

How will we look after your data

- Your data will be held within Cornwall Council's secure network and premises and will not be processed outside of (the UK/the EEA). Access to your information will only be made to authorised members of staff who are required to process it for the purposes outlined in this privacy notice. The information you provide is entered on the permit application system which is provided by ZatPark. Payments are completed by the Permit team using Paye.Net an automated payment system provided by Capita Pay 360. Both are companies acting on behalf of Cornwall Council.
- Our sub-contractor(s) detailed in this privacy notice will also maintain the same levels of security that we do which are set out in the contract we have with them.

How long will you keep this information for?

2 years from the date your lease/permit expires

What are my data rights?

Your personal information belongs to **you** and you have the right to:

- be informed of how we will process it
- request a copy of what we hold about you and in commonly used electronic format if you wish (if you provided this to us electronically for automated processing, we will return it in the same way)
- have it amended if it's incorrect or incomplete
- have it deleted (where we do not have a legal requirement to retain it)

- withdraw your consent if you no longer wish us to process
- restrict how we process it
- object to us using it for marketing or research purposes
- object to us using it in relation to a legal task or in the exercise of an official authority
- request that a person reviews an automated decision where it has had an adverse effect on you

How do I exercise these rights?

If you would like to access any of the information we hold about you or have concerns regarding the way we have processed your information, please contact:

Simon Mansell

Data Protection Officer

Assurance

Cornwall Council

County Hall

Truro

TR1 3AY

Tel: 01872 326424

Email: dpo@cornwall.gov.uk

I don't agree with something

We would prefer any complaints to be made to us initially so that we have the opportunity to see if we can put things right. However, if you are unhappy with the way we have processed your information or how we have responded to your request to exercise any of your rights in relation to your data, you can raise your concerns direct with the Information Commissioner's Office Tel No. 0303 123 1113 <https://ico.org.uk/concerns/>

Why do you need my information?

You have asked us to provide you with a Reserved Parking space/permit so we need your name, address, email and phone contact information and payment details. Without them we will not be able to provide you with the service.

Please tick this box and complete your details below. By returning the form you confirm consent for Cornwall Council to process your data as detailed above

Customer Name:

Date:

Permit Number/s: RS/2784

Car Park: Alexandra Square

Space/s : 1

FORM E – PLEASE KEEP THIS COPY FOR YOUR RECORDS**DATA PROTECTION PRIVACY NOTICE CORNWALL COUNCIL****Who will control my data?**

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- have it deleted (where we do not have a legal requirement to retain it)
- withdraw your consent if you no longer wish us to process
- restrict how we process it
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Simon Mansell

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Customer Name:

Date:
