

<b>Appendix 1.      Guidance Notes on the scheme and completion of the Application Form.</b>
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## **Who can apply for a Car Parking Permit?**

Berth Holders at Ballycastle Marina/Harbour. Only one permit can be issued per Berth Holder.

Berth holders must supply one vehicle registration per application via a relevant V5 document plus berth holders must supply the unique customer reference number that links payment in regard of the vessel to Council.

Residents of Rathlin Island who park their vehicle overnight in Ballycastle. Only one permit can be issued per resident.

Residents must supply either a valid driver's licence or a LPS rates bill with a Rathlin Island address plus the relevant V5C certificate – vehicle log book that corresponds with the driver's licence or LPS rates bill.

Non-residents of Rathlin who have permanent employment on the Island. Only one permit can be issued per non-resident, permanent employee.

Non-residents must supply a letter of confirmation from their full-time employer on letter headed paper plus the relevant V5C certificate – vehicle log book.

Applicants must complete all sections of the application.

Applications must be signed and dated.

## **General Information**

### **Applications**

Completed applications can only be processed when all relevant information, and copies of supporting information, has been supplied. Completed applications must be sent to Ballycastle Permit Application, Infrastructure Department, Riada House, Charles Street Ballymoney BT53 6DZ for verification and processing. Applications and supporting evidence can also be e-mailed to – [Ballycastle.permits @causewaycoastandqlens.gov.uk](mailto:Ballycastle.permits@causewaycoastandqlens.gov.uk) entitled “Car Parking Permits”.

## Appeals

While there is no statutory right of appeal against the non-issue of a car parking permit, an appeal may be made to the Director of Environmental Services, Riada House, Charles Street Ballymoney BT53 6DZ. For an appeal to be successful, it must be demonstrated that existing guidelines have not been complied with.

- An exceptional need exists that has not been adequately addressed.

## Conditions of Use

The issue of a permit does not guarantee availability of spaces. Permits may be revoked where the permit has been proved to have been fraudulently used. A permit is not transferable from one resident to another, and if no longer required the Council should be notified. The Council reserves the right to refuse to issue a permit or to suspend, and/or withdraw, the permit at any time. A permit will be limited to use within the seasonal charged car parks – Marina car park and/or Harbour car park **only** in Ballycastle.

## Display of Permit

If your application for a car parking permit is successful, you will be advised in writing of the start and end date of the permit. No paper permit will be issued. All permits will be 'virtual' and for enforcement purposes, the Council's service provider will be advised of the vehicle for which a car parking permit is in place and for which car park (note - the permit is only valid in Marina Car Park and/or Harbour Car Park. Car parking permit details may be altered (e.g. – change of vehicle) on application to the issuing office. It is the responsibility of the applicant/permit holder to inform Council of change of vehicle details immediately. You can amend details of vehicle registration for permits by writing to;

Ballycastle Permits,  
Riada House,  
Charles Street  
Ballymoney BT53 6DZ.

Or emailing – [Ballycastle.permits@causewaycoastandglens.gov.uk](mailto:Ballycastle.permits@causewaycoastandglens.gov.uk)

Council will not be held responsible in the event of a Parking Charge Notice being issued to a vehicle they have not been informed about.

## **Appendix 2. Terms and Conditions.**

For Rathlin Residents - To qualify for a car parking permit, you must be a permanent resident of a property whose postal address is located on Rathlin Island.

Residents must supply either a valid driver's licence or a LPS rates bill with a Rathlin Island address plus the relevant V5C certificate – vehicle log book that corresponds with the driver's licence or LPS rates bill.

For Berth Holders – To qualify for a car parking permit you must supply your unique customer reference number which will be verified by Council that you are a berth holder at the Marina/Harbour in Ballycastle plus the V5C certificate – vehicle log book of the vehicle you wish registered.

Non-residents of Rathlin who have permanent employment on the Island – To qualify for a car parking permit, you must supply a letter of confirmation from your full-time employer on letter headed paper plus a V5C certificate - vehicle log book of the vehicle you wish registered.

To qualify for a car parking permit, you must have fully completed the application form and supplied the relevant documents.

The Council shall not issue more than one car parking permit for each qualifying vehicle.

A car parking permit may only be issued in respect of a motor car.

### **Appeals**

If the application for a permit is turned down, you have the right of appeal.

For an appeal to be successful, it must be demonstrated when existing guidelines have not been complied with, an exceptional need exists that has not been adequately addressed.

All appeals must be addressed to:

The Director of Environmental Services

Causeway Coast & Glens Borough Council

Riada House

Charles Street

Ballymoney BT53 6DZ

## Permit Validly

A car parking permit ceases to be valid if the permit holder does not comply with any of the points detailed below. You must notify the Council immediately in such circumstances.

- You cease to be a permanent resident.
- You cease to be a berth holder.
- You cease to be the owner of the vehicle for which the permit was issued.
- You cease to be in permanent employment on Rathlin Island.
- The vehicle in respect of which a permit was issued is adapted or used in such a manner so that is no longer a permitted vehicle.

## Points to note

- A permit can be used in an appropriate bay/space within the car park it has been issued for, during charging hours, as detailed on signage displayed within the car park.
- Vehicles must park wholly within the parking bay/space as marked out in the car park and not be causing an obstruction.
- Having a permit does not guarantee the availability of a parking bay/space.
- Permit holders who wish to park in a disabled parking bay must display a valid disabled badge (Blue Badge).
- If your application for a permit is approved, you will be advised in writing/email of the start and end date of the permit. No paper permits will be issued.
- For enforcement purposes, the Councils service provider will be advised of the vehicle for which a car parking permit is in place.
- Car parking permit details may be altered (e.g. – change of vehicle) on application to the Council.
- The Council may refuse to issue a permit if the applicant does not produce such evidence as may be reasonably be required in support of an application for a permit.
- A person authorised by the Council, or the Police Service Northern Ireland may remove a vehicle from a parking place/bay within the car park in the case of any emergency.
- The Council may revoke a permit where it is satisfied that a permit is not being used in accordance with the terms and conditions of the scheme.
- The Council reserves the right to investigate all applications and if it is deemed that false information has been provided in relation to the application the permit may be revoked immediately.
- A Parking Charge Notice (PCN) may be issued to a vehicle if the applicant/permit holder has not complied with all the terms and conditions.
- In the event of a Parking Charge Notice being issued to the vehicle you must follow the advice/guidelines on the PCN should you wish to pay/challenge/appeal the PCN. Council Officers/Elected Members do not have the authority to cancel any Parking Charge Notice that has been issued.
- Council reserves the right to temporarily suspend permits during any dates required to facilitate events in a car park. Permit holders will receive written notification of any dates in advance.

## Appendix 3. Car Parking Permit Privacy Notice



You can find out more about us at [www.causewaycoastandglens.gov.uk](http://www.causewaycoastandglens.gov.uk)

**Data Controller Name:** Causeway Coast and Glens Borough Council  
**Address:** 66 Portstewart Road, Coleraine,  
**Telephone:** 028 7034 7034  
**E-mail:** [info@causewaycoastandglens.gov.uk](mailto:info@causewaycoastandglens.gov.uk)

### PRIVACY NOTICE

This privacy notice is to let you know how Car Parks & Concessionary Trading within the Infrastructure, Energy and Capital Works Service Area of Causeway Coast and Glens Borough Council will look after your personal information.

#### Our Standards:

The processing of personal data is governed by the Data Protection Act 2018 (DPA) and other relevant legislation. When we ask you for personal information, we will ensure that:

- you know why we need it
- we only ask for what we need and don't collect too much or irrelevant information
- we protect your information and make sure nobody has access to it who shouldn't have
- we will only process your data if we have a lawful basis to do so
- we only share it with other organisations when it is lawful to do so
- we don't keep it any longer than is necessary
- it is not made available for commercial use without your permission

#### Why Are You Processing My Personal Information?

Car Parks & Concessionary Trading is collecting and processing your personal information in order to perform a public task in regard to the administration of a permit system. This information will be used to assess whether the applicant meets the eligible criteria, if this eligibility criteria set by us is met, Council will provide a free parking permit in the designated car parks from 1 April 2025 to 30 September 2025.

Failure to supply the necessary details will prevent the Council from issuing a free parking permit for the designated car parks.

We will use your personal information to:

The personal information provided will be used to facilitate the operation of the scheme and conduct necessary eligibility checks. This information will support the application process, ensuring you can park for free under the agreed permit without incurring penalties.

### **What Type of Personal Information Are You Processing?**

We will be collecting and processing the following types of personal information:

Applicant names, telephone numbers, addresses, email addresses, and number plates.

V5C Forms, Driving Licences and LPS Rates Bills are collected from the applicants as proof of identity and to confirm they are eligible for the scheme. The documentation includes personal identifiers which may include but not limited to names, addresses, date of birth, email addresses, contact numbers, car number plates, and VIN numbers.

Statistical data, such as the number of spaces allocated and the number of requests. This data will be used for statistical analysis, research into quality, customer experience, and usage trends. The information will be anonymised and will not allow for individual identification.

### **What is the Lawful Basis for Processing the Information.**

Under UK GDPR Article 5(1)(a), Council will ensure your personal information is processed lawfully, fairly and in a transparent manner.

The lawful basis for processing your personal data is under the UK GDPR Article 6(1)(e). The processing is necessary for Council to perform a public task.

Council is committed to processing your personal data in accordance with the following Article 5 Principles set out in UK GDPR:

- 1(a) Personal Data is processed lawfully, fairly and in a transparent manner. (lawfulness, fairness and transparency)
- 1(b) Data will only be collected for specified, explicit and legitimate purposes. (purpose limitation)
- 1(c) Council will only collect information that adequate, relevant and limited to what is necessary for which they are processed. (data minimisation)

- 1(d) Information will be accurate and, where necessary, kept up to date. (accuracy)
- 1(e) Information will be kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed. (storage limitation)
- 1(f) Information will be processed in a manner that ensures appropriate security of the personal data
- 2 Council shall be responsible for, and be able to demonstrate compliance with, paragraph 1 (accountability).

### **Who is the data controller and data processor?**

Council is the data controller and determines the purpose and means of the processing of personal data.

Cark Park Services Ltd is the data processor and processes the personal data on behalf of the Council.

### **Where Do You Get My Personal Information From?**

Information provided by the individual as part of an application process.  
Information collected from you as part of an online registration process.

### **Do You Share My Personal Information With Anyone Else?**

Your information will be held by Car Parks & Concessionary Trading within the Infrastructure, Energy and Capital Works Service Area of the Causeway Coast and Glens Borough Council.

Council will share your number plate information with Cark Park Services Ltd. Car Park Services Ltd are contracted by Council for the purpose of parking enforcement and require this information to ensure your vehicle can be added to a whitelist.

Council will not disclose your personal information to any other organisations unless there is a lawful basis to do so, and it is in compliance with Data Protection legislation.

### **Do You Transfer My Personal Information To Other Countries?**

Council will not disclose any of your personal information to any other organisation outside of the UK unless there is a lawful basis to do so, and it is in compliance with Data Protection legislation.

## How Long Do You Keep My Personal Information?

We will retain your personal information only for as long as necessary.

Personal Data retention.

Applicant names, telephone numbers, addresses, email addresses, and number plates will be retained for the duration of the scheme contract (6 months) and an additional year for auditing purposes.

The documentation provided as proof of identity and to confirm they are eligible for the scheme, will be securely destroyed within one month of identity confirmation.

For applicants whose applications are unsuccessful, all collected data will be retained for one year after refusal and then securely destroyed within one month for auditing purposes.

Statistical data, such as the number of spaces allocated and the number of requests, will be retained by the Council for as long as needed. This data will be used for statistical analysis, research into quality, customer experience, and usage trends. The information will be anonymised and will not allow for individual identification.

Car Park Services Ltd will retain all number plate information related to the whitelist for the duration of the contract term and for 3 years after the contract ends.

We keep personal information about you only for as long as is necessary to fulfil the purpose and in line with the Causeway Coast and Glens Borough Council Retention and Disposal Schedule, after which time it will be destroyed securely.

[Causeway Coast and Glens Borough Council Retention and Disposal Schedule](#)

Council may also keep it for longer in order to meet other legislative requirements, or to answer requests for information from ongoing or impending statutory inquiries.

## What Rights Do I Have?

- You have the right to be informed that your information is being processed
- You have the right to erasure when your personal data is no longer necessary for the purpose for which it was originally collected or processed.
- You have the right to obtain access to your personal [information](#).
- You can have your personal information [rectified if it is inaccurate or incomplete](#).
- [You have the right to restrict processing in certain circumstances](#).
- **You have the right to object to the processing of personal information.**
- **You have a right to challenge automated decision making and profiling.**

**For further information on your rights, please contact the Council's Data Protection Officer:**

Data Protection Officer: Data Protection Officer  
Telephone: [+44 \(0\) 28 7034 7034](tel:+442870347034)  
Email: [DPO@causewaycoastandglens.gov.uk](mailto:DPO@causewaycoastandglens.gov.uk)

**What We Ask of You**

- Please make sure that any information you give us is as accurate and as complete as possible.
- Don't include personal information about another person (including your family members) unless you have told the individual concerned and they agree to it being supplied to us.
- Tell us as soon as possible if any of the personal information you have provided changes.

**How Do I Complain If I'm Not Happy?**

If you are unhappy with any aspect of how your personal information is being processed, please contact the Council's Data Protection Team:

Email: [dpo@causewaycoastandglens.gov.uk](mailto:dpo@causewaycoastandglens.gov.uk)

Your complaint will be dealt with using the Council's complaints process - further details on this can be found at <https://www.causewaycoastandglens.gov.uk/council/comment-compliments-and-complaints>

If you are still not happy, you have the right to complain to the Information Commissioner's Office (ICO) – contact details are given below:

**Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

<https://ico.org.uk/global/contact-us/>

**Information Security**

**Any information carried over the Internet is not secure; information can be intercepted, lost, redirected, changed and read by other people. Any transmission is at your own risk.**

**Once we have received your information, we will use strict procedures and security features to mitigate unauthorised access and protect your personal data against unlawful processing, accidental loss, destruction and damage. We will retain your information in accordance with our Retention and Disposal Schedule.**

**We have implemented security policies, controls and technical measures to protect the personal data that we have under our control from:**

- unauthorised access
- improper use or disclosure
- unauthorised modification
- unlawful destruction or accidental loss

**All our employees, processors and sub processors who have access to and are associated with the processing of personal information, are obliged to ensure compliance with the Data Protection Act.**

#### **Further Information**

For further information on how your personal information is used, how we maintain the security of your information and your rights to access information that we hold on you, please contact us using our secure online contact form (insert hyperlink to <https://www.causewaycoastandglens.gov.uk/contact-us>).

Or you can call us on 028 7034 7034 or e-mail [info@causewaycoastandglens.gov.uk](mailto:info@causewaycoastandglens.gov.uk)