

# Privacy policy

## Introduction

Your privacy is important to us at Göteborgs Stads Parkering. In this Privacy Policy, we explain how we process your personal data, so that you can feel confidence and peace of mind about their use and security. The Privacy Policy applies whenever you use our services or contact us in any way.

Privacy Policy updated: 29 June 2022

## How we process your personal data

### 1.1 What constitutes personal data and what does the processing of personal data involve?

“Personal data” refers to information that can be used either directly or indirectly to identify a physical, living individual. Some obvious examples of personal data are names, addresses, telephone numbers and e-mail addresses. Information such as IP addresses and user behaviour in combination with other data that is used to identify you is also classified as personal data. The concept of processing personal data covers any handling of personal information, such as its collection, forwarding/transmitting, analysis, registration, and storage.

### 1.2 Who is responsible for your personal data?

Göteborgs Stads Parkering (Corporate Identification Number 556119-4878), with offices located at Åvägen 17 J, Gårda, Gothenburg, acts as the data controller in connection with the processing of your personal data, unless otherwise specified, and is responsible for ensuring that this processing is conducted both legally and correctly.

### 1.3 How Göteborgs Stads Parkering obtains your personal data:

- When you register yourself via the *Min Sida* tab at [www.parkeringgoteborg.se](http://www.parkeringgoteborg.se)
- When you send an enquiry to our customer service unit
- When you enter your vehicle registration number at a payment station
- When you register yourself in the Parkering Göteborg app
- When you register yourself in *företagsportalen*
- When your vehicle registration number is registered automatically
- Through camera surveillance at some of our facilities
- We may also receive data from sources other than yourself, such as from the Swedish Transport Agency or Statens Personadressregister (SPAR), in order to process parking fines, for example.

#### **1.4 What categories of personal data do we process?**

Göteborgs Stads Parkering processes the data provided to us, such as names, personal identity numbers (*personnummer*), telephone numbers, e-mail addresses, addresses, registration numbers, purchase histories, and payment information, and/or other information that you have provided us with, or that is necessary for us to be able to fulfil our obligations towards you. We also process images from camera surveillance.

Information about personal data processing: [Personuppgiftsbehandlingar.pdf](#)

#### **1.5 Why Göteborgs Stads Parkering processes personal data about you:**

- To fulfil our obligations towards you as our customer
- To provide good service and well-functioning, effective and simple services
- To conduct customer surveys with the aim of improving your customer experience
- To handle and administer any enquiries you send to our customer service unit
- To manage the *Min Sida* service on the website [www.parkeringgoteborg.se](http://www.parkeringgoteborg.se)
  - To provide you with a simple means of paying for your parking
  - To be able to offer you parking permits.

#### **1.6 When does Göteborgs Stads Parkering have the right to process your personal data?**

Göteborgs Stads Parkering has the right to process the personal data required to fulfil our obligations towards you. We may also need to process your personal data on the basis of requirements stipulated in other laws and/or regulations. In certain cases, we may require your consent to carry out this processing. In such cases, you will always receive clear and explicit information about what you are consenting to.

#### **1.7 Who has access to your personal data?**

Your personal data are used by authorised personnel at Göteborgs Stads Parkering and, in certain cases, by Göteborgs Stads Parkering's data processors. Should we engage data processors, we will ensure by means of agreement that personal data processing will be performed both legally and correctly. We do not supply personal data to others unless required to do so by stipulations in other laws or regulations or by decisions by public authorities, or to protect our rights or the rights of a third party.

#### **1.8 Transfer of data to third countries**

The transfer of personal data to a "third country" refers to personal data processed in an EU/EEA country being transmitted to a country outside of the EU/EEA region. Göteborgs Stads Parkering always endeavours only to transfer your personal data to countries within the EU/EEA. Should we, contrary to expectation, need to transfer your personal data to a country outside of the EU/EEA in order to be able to fulfil our obligations towards you, or if our intent to perform such a transfer has been specifically stated in connection with your providing your personal data to us, we will always ensure that the country in question has what is referred to as an "adequate level of data protection", as defined by the EU and European Commission.

### **1.9 For how long do we save your personal data?**

Göteborgs Stads Parkering never saves your personal data for longer than is necessary to achieve the purpose for which the data was originally collected. The length of time for which Göteborgs Stads Parkering saves your personal data is determined in accordance with the disposal decisions that apply to us and that have been approved by the City and Regional Archives. These disposal decisions contain information on when we may remove documents that contain your personal data.

### **1.10 How do we protect your personal data?**

Göteborgs Stads Parkering cares about protecting your privacy. We continually work to adopt all appropriate technical and organisational measures required in each instance to protect your personal data and otherwise ensure that processing is carried out in accordance with current law.

### **1.11 What do we do if something happens to your personal data?**

We take incidents with personal data seriously and investigate these quickly upon discovery. If the incident is at risk to you, we will inform you of the incident and report the incident to The Swedish Authority for Privacy Protection (IMY).

### **1.12 Password policy**

Password for a customer account must be at least 8 characters long and contain at least one uppercase letter, at least one lowercase letter and at least one number.

### **1.13 Social media**

If you use social media, such as Facebook, to get in touch with us, the information is always transferred to third parties (the company / organization that runs the social media). Many of these companies have their base outside the EU/EEA, which means that the transfer takes place to what is called a third country. For your own sake, we therefore recommend that you do not send sensitive information to us via social media.

### **1.14 What rights do you have as a registered customer?**

In summary, as a registered customer, you have the right to receive information about how your personal data are processed and to have control over your own data. Each of your specific rights is explained here below:

**Right of access:** Göteborgs Stads Parkering is always open and transparent about how we process your personal data. If you would like to know which personal data we process about you as an individual, you may request a register extract. Since it is important to ensure that we are providing these data to the right person, should this form be used: Request for registry extract or request to be forgotten.

[Request for register extract or request to delete data.pdf](#)

**Right to rectification:** If your personal data are incorrect, incomplete, or irrelevant, you may contact Göteborgs Stads Parkering at any time and request to have them corrected.

**Right to be forgotten:** You may request that Göteborgs Stads Parkering erase your personal data without undue delay. In certain cases, Göteborgs Stads Parkering will be unable to erase your personal data, since we are obliged to comply with both laws and the requirements placed on our operations as a public enterprise. In such cases, we will instead block the use of your personal data for the purposes that you wish to be forgotten in connection with, to the extent that this is possible. If you wish to be forgotten, use this form: Request for registry extract or request to be forgotten.

[Request for register extract or request to delete data.pdf](#)

**Right to restrict processing:** You have the right to request that the processing of your personal data be restricted.

**Right to object:** You may object to processing of your personal data that is based on Göteborgs Stads Parkering's legitimate interests at any time.

**Right to data portability:** If the processing of your data is performed automatically and has either contract or consent as its lawful basis, you have the right to receive a copy of the personal data that you have provided to Göteborgs Stads Parkering. These personal data must be provided to you in a format that is structured, commonly used, and machine-readable. You have the right to transfer this information to another data controller without Göteborgs Stads Parkering having the right to refuse your request.

#### 1.15 When is this Privacy Policy updated?

Updates are made to this Privacy Policy on an on-going basis at [www.parkeringgoteborg.se](http://www.parkeringgoteborg.se).

#### 1.16 Whom should I contact if I have questions?

You are always welcome to contact us should you have any questions about our processing of your personal data.

#### Your first point of contact is:

Göteborgs Stads Parkering, e-mail: [kundtjanst@parkeringgoteborg.se](mailto:kundtjanst@parkeringgoteborg.se), or phone: +46 (0)31-774 37 00

#### Your second point of contact is:

Data Protection Officer, e-mail: [dso@intraservice.goteborg.se](mailto:dso@intraservice.goteborg.se)

#### Your third point of contact is:

The Swedish Authority for Privacy Protection (IMY), e-mail: [imy@imy.se](mailto:imy@imy.se)

This Privacy Policy applies from 29 June 2022 and supersedes all previous versions of the Privacy Policy.