

# Pay by Phone Resident Visitor Parking Account Application Form

See [www.richmond.gov.uk/parking](http://www.richmond.gov.uk/parking) for the latest version



- Read through this application form and the Guidance Notes before completing
- Fill in **all** sections of the form and sign it. Incomplete or unsigned forms cannot be processed
- When you have completed your application form, you can **scan and email** to [parkingpermits@richmond.gov.uk](mailto:parkingpermits@richmond.gov.uk); or **post** it to Parking Permits, PO Box 466, Twickenham TW1 9JT.
- Make sure when you apply that you include all proofs where needed.

Please allow one hour from when your application is processed before booking your first parking session. If you have any problems or queries making your application, please call **020 8891 1411** for assistance.

**Only apply if you are happy ONLY to use pay by phone resident visitor parking in your household, and NOT scratch cards.**

## About you

Please write clearly in BLOCK CAPITALS

Title	Mr / Mrs / Miss / Ms / Other (please specify):	
Forename(s)		
Surname		
Full address		
Primary Telephone no.		
Alternative Number(s)		
Email address		

## Previous address

If you have moved within the last 12 months and had scratch cards or a pay by phone resident visitor parking account at the old address.

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## Proof of current address

Tick one. Proofs **MUST** show the address. Only send **COPIES** as proofs cannot be returned

<input type="checkbox"/> <b>None</b> - I've already provided proof of my current address within the last 12 months.	<input type="checkbox"/> Utility bill (dated within 3 months)
<input type="checkbox"/> Copy of the current council tax bill	<input type="checkbox"/> Copy of the legal letter of completion (Valid 3 months from move in)
<input type="checkbox"/> Copy of my current driving licence	<input type="checkbox"/> Copy of my tenancy agreement (Valid 3 months from move in)

## Which controlled parking zone do you live in?

<input type="checkbox"/> A1 or A2	<input type="checkbox"/> <b>NOT</b> A1 or A2
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## Are you over 60?

Residents over 60 years old qualify for a 50% discount

<input type="checkbox"/> YES	<input type="checkbox"/> NO
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## Proof of age if over 60

Tick one. Only send COPIES as proofs cannot be returned

None - I've already provided proof of my age

Copy of my passport

Copy of a pension book or statement

Copy of my Freedom Pass

Copy of my birth certificate

Other (specify)

## Use of your information statement

Under the General Data Protection Regulation 2018 (GDPR) and the Data Protection Act 2018, the London Borough of Richmond upon Thames is the controller of your personal information.

The Council respects your privacy rights and is committed to ensuring that it protects your details and the information about your dealings with the Council. The personal information that you provide to process your application will only be used by the Council to

- process and administer your parking arrangements with the Council,
- process Penalty Charge Notices and collect debt in relation to those Notices,
- prevent and detect fraud in relation to parking permits and/or accounts, and
- conduct surveys and research relating to parking permits/accounts and controlled parking zones.

The Council may share your information with other organisations (but only the minimum amount of information necessary to do the above and only where it is lawful to do so), specifically

- third parties for Penalty Charge Notice appeals and enforcement i.e. London Tribunals, the Traffic Enforcement Centre, enforcement agencies, European collection agencies,
- the police or security organisations to prevent or detect crime,
- other departments within the Council (including elected members), other local authorities, central Government departments (e.g., TfL, London Councils), statutory and judicial bodies, and
- authorised contractors (i.e., software suppliers and payment processing agents).

Application data and proofs will be stored for a period of six years from the expiry or cancellation of the latest issued/renewed parking permit.

In relation to the personal data which we may hold about you, you have the right to request to be informed, have access to, or rectify incorrect information. You also have the right to object to or restrict our processing of your data. Under Data Protection law we must verify your identity and explain to you our reasons if we do not agree to carry out your request.

If you would like more information about how we use your data, please read the Council's Privacy Policy online at [www.richmond.gov.uk/data\\_protection](http://www.richmond.gov.uk/data_protection). Data protection questions can be made by telephone on 020 8891 1411, by email to [dpo@richmondandwandsworth.gov.uk](mailto:dpo@richmondandwandsworth.gov.uk), or in writing to the Data Protection Officer, London Borough of Richmond upon Thames, Civic Centre, 44 York Street, Twickenham TW1 3BZ.

## Declaration

I declare that:

- All of the information I have given on and in support of this application is correct
- I understand that my information will be used by the London Borough of Richmond upon Thames as specified in the 'Use of your information' statement
- I agree to the terms detailed in the 'Pay by Phone Resident Visitor Parking Account Guidance Notes'.

I understand I will cease to be eligible for resident visitor parking if

- I cease to be a resident as defined in the appropriate Order
- The Council withdraws the parking provision under the relevant article of the applicable Order.

## Signature

Must be completed by all applicants

Signature

Date

Unsigned applications will not be processed.

## Offences

Parking permits/accounts obtained under false pretenses, or where payment is required and is not made, will be revoked and the vehicle will be liable for penalty charge notices if parked where a valid permit/parking session would normally be valid. The Council may also prosecute under the Theft Act or other relevant legislation.

If you need this form in Braille, large print, audio tape or in another language, please call 020 8891 1411 or textphone on 020 8831 6001