

8 September 2023

ICO case reference – IC-251424-Q7T2

Your Request

In your email of 15 August 2023 you asked the ICO

“Please provide the following information for each of the years 2021 and 2022:
1. How many data subject complaints were received by Ofcom about parking operators such as Premier Park, ParkignEye, etc? (the names or details of each operator are not required just a total number)
2. Of these that were received, how many were found in favour of the data subject ie a breach or non-compliance by the parking operator was found
3. of these in para 2, how many did the ICO write to or correspond with to inform they were non-compliant and to rectify their processing operations
4. of these in para 2, how many did the ICO take actual enforcement action against such as levying fines”.

We received your initial request on 15 August 2023.

Having carried out a preliminary searches of our electronic case management systems we explained that the ICO does not have a full list of all Parking Operators/companies and complaints made to the ICO are not listed under any particular sector.

We asked you to please provide us with a list of all parking companies that you were interested in.

On 17 August 2023 you responded:

“The companies I am requiring the information for are:
Premier Parking Ltd
Vehicle Control Servies Ltd
ParkingEye Ltd
APCOA Parking (UK) Ltd
Horizon Parking Limited”.

We have handled your request under the provisions of the Freedom of Information Act 2000 (the FOIA). This legislation entitles a requester to recorded information held by a public authority, unless an appropriate exemption applies.

Our response

I can confirm that we do hold information which you have requested.

We searched our electronic case management systems for any complaints received by the ICO for the companies you are seeking information about.

In total our searches showed that since April 2020 we have received 157 complaints about the companies in your list. Out of 157 complaints received by the ICO, 150 have been completed and seven are still active.

Please see below a breakdown of the number of complaints received about each of these data controllers.

Data controller	Number of complaints received
APCOA Parking UK Limited	23
Horizon Parking Limited	14
Parking Eye Limited	53
Premiere Parking Limited	27
Premiere Parking Enforcement Ltd	2
Premiere Parking Logistics Ltd	2
Premiere Parking Solutions Ltd	5
Vehicle Control Services Ltd	29
Vehicle Control Solution Ltd	2

The outcomes for the completed cases for each of these companies are shown in the table below.

Data controller	Informal Action Taken	No further Action	Total completed
APCOA Parking UK Ltd	10	12	22
Horizon Parking Limited	1	13	14
Parking Eye Limited	10	40	50
Premiere Parking Limited	3	21	24
Premiere Parking Enforcement Ltd	0	2	2
Premiere Parking Logistics Ltd	1	1	2
Premiere Parking Solutions Ltd	0	5	5
Vehicle Control Services Ltd	14	15	29
Vehicle Control Solution Ltd	0	2	2

With regards to your point 3 please note that the ICO would normally contact a data controller about their processing of personal data where the outcome is "Informal Action taken". Having carried out a manual search of such cases in your list I can confirm that there are thirty nine cases where the ICO has contacted the data controllers with various issues about the handling of personal data and provided advice to them.

With regards to point 4 no enforcement action has been taken in relation to the organisations in your list. However you may be interested to know that we do routinely publish monetary penalties and enforcement notices on our website at [Action we've taken | ICO](#). I hope you find this information of some assistance to you.

This concludes our response.

Next steps

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or email icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

Your information

Please note that our [Privacy notice](#) can be accessed on our website which explains what we do with the personal data you provide to us and what your rights are.

This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found on our website.

Yours sincerely,