



Glasgow City Council

Top Up Card Application Form

Name of Applicant/Company Name :

Email Address :

Contact Tel. No.

Car Park : Vehicle Reg*.:

Account Address (Business Applicants Only):

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Please tick a box below to indicate which type of Top Up Card you wish to apply for:

£20.00 £50.00 £100.00 £200.00 £500.00

Start Date: Number of Top Up Cards required* :
*If applying for more than one card, please give registrations for all vehicles.

Payment must be made prior to issue of a top up card.

To make a credit / debit card payment call us: 0141 276 1830.

Invoicing available for business accounts only, please request this when applying

Top Up Terms and Conditions:

1. Top up card holders are not guaranteed a space in any of Glasgow City Councils car parks.
2. Top up cards remain the property of Glasgow City Council and they reserve the right to cancel the card at any time.
3. It is the responsibility of the cardholder to inform Glasgow City Council, in writing, if the top up card is no longer required. The top up card will be cancelled from the date written communication is received by Glasgow City Council together with the returned top up card.
4. Top up cards are valid for one year from the date of purchase and must be renewed each year. Responsibility lies with the cardholder to renew their Top up card each year.
5. The replacement of lost/damaged cards will be subject to an administrative charge of £25.00. Any remaining credit from the lost / damaged card will be transferred over to the new card.
6. Top up cards are non refundable.
7. Initial promotional credit is restricted to new customers only. Any reapplication to a higher tariff may be accepted, at the discretion of Glasgow City Council on the condition that any initial credit received would be deducted from any subsequent promotional credit.
8. Top up cards cannot be used in conjunction with any other parking promotions.
9. Glasgow City Council reserves the right to refuse to accept a Top Up Card which it deems to have been tampered with, duplicated, damaged or which otherwise is suspected to be affected from fraud.
10. Glasgow City Council reserves the right to change any of these terms and conditions from time to time without notice and to take appropriate action including cancellation of the card if, at its discretion, it deems such action necessary (e.g. to change the scope of the Top Up Card service, notify of the service's withdrawal or in the event of circumstances beyond its control).
11. Both hourly rates and capped pricing level can be altered at any time by Glasgow City Council.
12. All customers must adhere to the full car park terms and conditions. These can be viewed on our website at www.glasgow.gov.uk/carparks
13. For Top Up Card Privacy Statement see Appendix 1, Telephone Payment Privacy Statement see Appendix 2, Invoiced Account Privacy Statement see Appendix 3 and for full GDPR documentation visit www.glasgow.gov.uk/privacy

X Signature _____ Date _____

Official Use Only:

Top Up Card Number: _____ Type of card; _____ Date issued: _____

Processed By: _____ Receipt #: _____

Who we are:

Glasgow City Council is a local authority established under the Local Government etc. (Scotland) Act 1994. Its head office is located at City Chambers, George Square, Glasgow G2 1DU, United Kingdom, and you can contact our Data Protection Officer by post at this address, by email at: dataprotection@glasgow.gov.uk and by telephone on 0141 287 1055.

Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to provide you with promotional parking products and keep you up to date with useful information. We may also use your information to verify your identity where required and may contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We require this information as it is necessary for the performance of a contract with you (or to take steps to enter into a contract with you).

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

Who do we share your information with?

This privacy statement applies to the personal data of our customers, website users, clients, suppliers and other people whom we may contact in order to carry out our contractual, legal or statutory obligations.

We share information with APT Skidata Limited, CGI (IT service provider) and our auditors.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information may also be analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan.

How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for.

You can view this on our website at www.glasgow.gov.uk/rrds or you can request a hard copy from the contact address stated above.

Your rights under data protection law:

- Access to your information – you have the right to request a copy of the personal information that we hold about you.
- Correcting your information – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- Deletion of your information – you have the right to ask us to delete personal information about you were:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained.
 - II. We are using that information with your consent and you have withdrawn your consent – see Withdrawing consent to using your information below [delete if not on basis of consent]
 - III. You have a genuine objection to our use of your personal information – see objecting to how we may use your information below
 - IV. Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

Withdrawing consent to use your information

Where we use your personal information with your consent you may withdraw that consent at any time and we will stop using your personal information for the purpose(s) for which consent was given.

Please contact us as stated above if you wish to exercise any of these rights.

Information you have given us about other people:

If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Glasgow City Council. We will only use this information to provide information on promotional parking products and keep you/them up to date with useful information. We may also use their information to verify identity where required, contact by post, email or telephone and to maintain our records. If they want any more information on how we will use their information they can visit our web site at www.glasgow.gov.uk/privacy or email dataprotection@glasgow.gov.uk.

Complaints:

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

More information:

For more details on how we process your personal information visit www.glasgow.gov.uk/privacy

If you do not have access to the internet you can contact us via telephone to request hard copies of our documents.

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Why do we need your personal information and what do we do with it?

You are giving us your personal payment information to allow us to provide you with promotional parking products and parking charges.

We may also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We require this information as it is necessary for the performance of a contract with you (or to take steps to enter into a contract with you).

If you do not provide us with the information we have asked for then we will not be able to provide this service to you.

Who do we share your information with?

This privacy statement applies to the personal data of our customers, website users, clients, suppliers and other people whom we may contact in order to carry out our contractual, legal or statutory obligations.

In order to process card payments we share information with Lloydslink and Creditcall.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information may also be analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan.

How long do we keep your information for?

We only keep your personal information for the minimum period amount of time necessary. Sometimes this time period is set out in the law, but in most cases it is based on the business need. We maintain a records retention and disposal schedule which sets out how long we hold different types of information for.

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Your rights under data protection law:

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- Correcting your information – we want to make sure that your personal information is accurate, complete and up to date. Therefore you may ask us to correct any personal information about you that you believe does not meet these standards.
- Deletion of your information – you have the right to ask us to delete personal information about you were:
 - I. you think that we no longer need to hold the information for the purposes for which it was originally obtained.
 - II. We are using that information with your consent and you have withdrawn your consent – see Withdrawing consent to using your information below [delete if not on basis of consent]
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 - IV. Our use of your personal information is contrary to law or our other legal obligations.

Objecting to how we may use your information – You have the right at any time to tell us to stop using your personal information for direct marketing purposes.

Restricting how we may use your information – in some cases, you may ask us to restrict how we use your personal information. This right might apply, for example, where we are checking the accuracy of personal information that we hold about you or we are assessing the objection you have made to our use of your information. This right might also apply if we no longer have a basis for using your personal information but you don't want us to delete the data. Where this right is

realistically applied will mean that we may only use the relevant personal information with your consent, for legal claims or where there are other public interest grounds to do so.

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If you have provided anyone else's details on this form, please make sure that you have told them that you have given their information to Glasgow City Council. We will only use this information to provide information on promotional parking products and keep you/them up to date with useful information. We may also use their information to verify identity where required, contact by post, email or telephone and to maintain our records. If they want any more information on how we will use their information they can visit our web site at www.glasgow.gov.uk/privacy or email dataprotection@glasgow.gov.uk.

Complaints:

We aim to directly resolve all complaints about how we handle personal information. However, you also have the right to lodge a complaint with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate) or 01625 545 745. Visit their website for more information at- <https://ico.org.uk/concerns>

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Why do we need your personal information and what do we do with it?

You are giving us your personal information to allow us to raise a financial debtors account in order to recover monies incurred by you and if necessary recover outstanding debts which are due to Glasgow City Council. We may also use your information to verify your identity where required, contact you by post, email or telephone and to maintain our records.

Legal basis for using your information:

We require this information as it is necessary for the performance of a contract with you (or to take steps to enter into a contract with you).

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We may share information with CGI (IT service provider), our external auditors and our appointed solicitors.

We are also legally obliged to share certain data with other public bodies, such as HMRC and will do so where the law requires this. We will also generally comply with requests for specific information from other regulatory and law enforcement bodies where this is necessary and appropriate. Your information may also be analysed internally to help us improve our services. This data sharing is in accordance with our Information Use and Privacy Policy and covered in our full privacy statement on our website. It also forms part of our requirements in line with our Records Management Plan.

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- Deletion of your information – you have the right to ask us to delete personal information about you were:
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