

# Application for a Parking Permit Refund

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

- Attach your current permit
- If you no longer have your permit, then you must complete a 'Lost or Stolen Permit Declaration' form
- There is a £10 admin charge for processing refunds
- If you originally paid for your permit online, then your refund will go back onto that card
- If you did not originally pay for your permit online, then complete the 'Bank Details' section below. Otherwise, a cheque will be posted to your current address.
- Your refund may take up to 7 working days by BACS or credit card. A cheque can take up to 28 days to be issued
- Post the completed form to: Parking Permits, PO Box 466, Twickenham TW1 9JT; or scan and email the completed form along with an image of the voided permit to [parkingpermits@richmond.gov.uk](mailto:parkingpermits@richmond.gov.uk)
- If you have internet access it is quicker to submit an online application at [www.richmond.gov.uk/parking](http://www.richmond.gov.uk/parking)

If you need help filling in this form, please call **020 8891 1411**.

**ATTACH PERMIT HERE**

## About you

Please write clearly in BLOCK CAPITALS

<b>Title</b>	Mr / Mrs / Miss / Ms / Other (please specify):
<b>Forename(s)</b>	
<b>Surname</b>	
<b>Full current address</b>	
<b>Telephone no.</b>	
<b>Email address</b>	
<b>Previous Address</b> Complete if you have moved from the address the permit was issued for.	

## About your permit

<b>Permit Number</b>	
<b>Permit Expiry Date</b>	
<b>Vehicle Registration</b>	

## Bank details

Complete only if you did NOT originally pay for your permit online

Account holder name

Account number

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Sort code

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## Reason for returning permit

Tick ONE only

I am no longer resident within the controlled parking zone for which the permit was issued

I am no longer own/drive the vehicle for which the permit was issued

I have changed to a Band A vehicle (i.e. first registered on or after 01/03/2001 with engine CO2 emissions of 100g/Km or less)

I have replaced my vehicle with a Car Club membership

I and another member of my household want to swap first/subsequent permit issue. [The other permit holder must also fill in an application for refund and you must both purchase new permits]

I want to become the first permit holder in my household, as the existing has expired/been returned. [Return both permits, or state that the existing first permit has expired.]

I no longer need the permit

Reason:

## 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

- The information I have provided on this form is correct
- I understand that my refund may not be the full amount originally paid and that I have been advised of the amount I will receive
- 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.

## 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

## For Office Use

Permit type

Business

Carer

Doctor

Operational

Resident

Teacher

Trader

Visitor

Refund method

AXIS

BACS

Cheque

Number of months

Refund amount

£

Date processed

Completed by

Signature

Print name