



## Terms and conditions

- Complete this form fully and include proof of vehicle ownership and your residency within a Waltham Forest controlled parking zone (see below).
- Permits are not valid on yellow lines, in emergency service bays, market traders bays, catering bays, short-stay bays, in Pay&Display or PayByPhone bays, in car parks, in bays designated for a specific purpose (eg: loading bays) or in a suspended parking bay. Permits are only valid in the zone shown on the permit.
- Permits can only be issued to vehicles that do not exceed 2.3 metres in height or 5.25 metres in length.
- Permits will not be issued to applicants with outstanding unchallenged Penalty Charge Notices.
- The issue of a permit does not guarantee the user a parking space.
- The council has the right to suspend parking at any time.
- If you change your vehicle during the validity of the permit you must immediately notify the Parking Control Office. You must complete a further application form and pay the appropriate fee.
- If your vehicle is stolen, you must report this to the Parking Control Office. You must complete an application form and pay the appropriate fee.
- You must renew your permit before it expires – it is your responsibility to renew the permit in time.
- A false declaration will invalidate your permit with immediate effect and may lead to prosecution.

## Acceptable proof of residence and vehicle ownership

- You must send us a copy of two documents to prove where you live: we accept utility bills, rent book or lease agreement, bank or building society statement, driving licence, car insurance document.
- You must send us a copy of the vehicle's registration document (V5 Log Book) showing **your** name and address, or a copy of the vehicle rental or lease agreement.
- If you are applying for a resident's parking permit for a company vehicle send us a letter on company-headed paper showing the VAT number and company address. The letter must confirm your address, employment status within the company and that you are the main user of the vehicle.
- Send us photocopies as we will not accept responsibility for the loss of original documents.

## Contact us

- Send your application to: LBWF Parking Control Office, PO Box 9319, E17 7RX
- Telephone enquiries: 0203 092 0112 – select option 3. Lines open: Monday to Friday 9am – 5pm
- Email: [WFPSHOP@NSL.CO.UK](mailto:WFPSHOP@NSL.CO.UK)

## Your data rights

We will process your information primarily for the purpose of providing parking services. We may also use your information to detect and prevent fraud and to protect public funds. This may include recording vehicle information and verifying residency status and parking entitlements both within and outside the borough.

We may disclose your information to, or request information from, Tracesmart®, law enforcement agencies and others, such as local authorities. We take action to ensure our parking services are used lawfully. This includes surveillance equipment, Civil Enforcement Officers, auditors and dedicated investigators. We may also use your information to recover unpaid Penalty Charge Notices issued in Waltham Forest. In order to protect public funds and counter suspected fraudulent use of parking services, the council and its agents undertake investigations involving random auditing of vehicles and users who hold parking permits.

If you wish to complain at the manner in which your personal data is processed or may be used, you should write to the: Data Protection Officer, Waltham Forest Town Hall, Forest Road, London, E17 4JF or via email to [Information.Officer@walthamforest.gov.uk](mailto:Information.Officer@walthamforest.gov.uk)