# PrePark Privacy Notice

Version 1.0 | Last updated 14 September 2026

This notice explains how PrePark uses personal data relating to customers, Hosts, website visitors and people who contact us.

## 1. Who is responsible for your personal data?

PrePark is the controller of personal data used to operate the PrePark marketplace, except where another organisation acts as an independent controller for its own purposes (for example, Stripe in relation to some payment and fraud-prevention activities).

Privacy contact: info@prepark.co.uk.

## 2. Personal data we may collect

| Category | Examples |
|---|---|
| Identity and contact | Name, email, telephone number, address, account identifiers. |
| Host verification / reporting | Date of birth, National Insurance number or other tax ID where required, property/listing address, identity-verification information. |
| Booking and vehicle | Parking location, dates/times, booking reference, vehicle registration, permit/access details, messages and cancellation/refund information. |
| Payment and payout | Stripe customer/payment identifiers, payment status, refund IDs, connected-account ID and payout information. PrePark does not intend to store full card numbers. |
| Technical and security | IP address, device/browser information, login records, audit logs, security events and cookie/consent information. |
| Support and disputes | Emails, support messages, photographs, evidence, complaints, parking-charge notices and resolution records. |
| Marketing | Marketing preferences and engagement information where permitted. |

## 3. How we obtain personal data

We obtain information directly from you when you register, list a space, book parking, contact support, provide tax/verification details or use the Platform. We also receive information from transaction counterparties (Host/customer), Stripe and other service providers, and from public or official sources where verification is necessary and lawful.

## 4. Why we use personal data and our lawful bases

| Purpose | Typical lawful basis |
|---|---|
| Create accounts, process requests, bookings, payments, refunds and payouts | Contract; legitimate interests in operating and securing the marketplace. |
| Share necessary booking details between customer and Host | Contract; legitimate interests. |
| Fraud prevention, platform security, audit logging and dispute handling | Legitimate interests; legal obligation where applicable. |
| Customer service and complaints | Contract; legitimate interests; legal obligation. |
| HMRC digital-platform due diligence and reporting where applicable | Legal obligation. |
| Accounting, taxation and record keeping | Legal obligation; legitimate interests. |
| Service emails and booking notifications | Contract / legitimate interests. |
| Marketing communications | Consent where required, or legitimate interests where lawful; you can opt out at any time. |
| Cookies and analytics | Consent for non-essential technologies; legitimate/necessary operation for strictly necessary technologies. |

## 5. Who we share data with

- The Host or customer involved in a booking, but only information reasonably needed to arrange and deliver the parking service.
- Stripe and related payment/identity services for payments, Connect onboarding, fraud prevention, refunds and payouts.
- Base44 and infrastructure/service providers used to host, secure and operate the Platform.
- Email, support, analytics or security providers where enabled and subject to appropriate contractual safeguards.
- HMRC where PrePark is required to report seller information under digital-platform reporting rules.
- Professional advisers, insurers, law enforcement, courts, regulators or public authorities where reasonably necessary or legally required.
- A purchaser or successor if the business or relevant assets are reorganised or transferred, subject to appropriate safeguards.

## 6. International transfers

Some suppliers may process data outside the United Kingdom. Where UK data-protection law requires safeguards, PrePark will use an approved transfer mechanism or rely on another lawful basis for the transfer. Supplier locations and safeguards should be reviewed as the technology stack changes.

## 7. How long we keep data

PrePark keeps personal data only for as long as reasonably necessary for the purpose collected, including contractual, accounting, legal-claims, security and regulatory requirements. Booking and financial records may be retained for up to six years after the relevant relationship/transaction where appropriate. Digital-platform reporting

due-diligence records must be retained for the period required by applicable HMRC rules. More detail is contained in the internal Data Retention Schedule.

## 8. Your rights

Depending on the circumstances, you may have rights to access your personal data, correct inaccurate data, request erasure, restrict processing, object to processing, receive portable data and withdraw consent where consent is relied on. These rights are subject to legal conditions and exemptions.

You can make a request by emailing info@prepark.co.uk. PrePark may need proportionate information to verify identity. You also have the right to complain to the Information Commissioner's Office (ICO).

## 9. Automated decisions

PrePark may use automated rules to support availability checks, fraud controls, pricing display, refund calculations or account security. PrePark does not intend to make solely automated decisions that produce legal or similarly significant effects on individuals without an appropriate lawful basis and safeguards.

## 10. Cookies

PrePark uses cookies and similar technologies. Strictly necessary technologies may be used without consent where permitted. Non-essential analytics, advertising or similar technologies will be controlled through the website consent mechanism where required. See the Cookie Policy.

## 11. Security

PrePark uses access controls, role-based permissions, logging and other technical and organisational measures appropriate to the nature of the data and risks. No online service can guarantee absolute security.

## 12. Changes and contact

We may update this notice when our services, suppliers or legal obligations change. Material changes will be highlighted where appropriate.

Privacy contact: info@prepark.co.uk Website: www.prepark.co.uk