

## How to Pay

### This Penalty Charge Notice. [PCN].

Online: at [www.worcester.gov.uk](http://www.worcester.gov.uk)

Follow the links from online payments.

Have vehicle details and Penalty Charge Number ready that will begin with the letters WC [or] OR.

**By telephone:** Credit/Debit card payments only. Automated payment line 0330 088 0680 [24 hours / 7 days a week]

Have vehicle details and Penalty Charge Number ready that will begin with the letters WC [or] OR.

**PayPoint:** You can pay cash and card via the PayPoint retailer. You will need to take your penalty charge notice when you go and pay.

### IF YOU BELIEVE THAT THE PENALTY SHOULD NOT BE PAID AND WISH TO CHALLENGE THIS PENALTY CHARGE NOTICE.

online: at [www.worcester.gov.uk](http://www.worcester.gov.uk)

Please quote the vehicle registration number and the Penalty Charge Notice [PCN] number that will begin with the letters

WC [or] OR

Details of Worcester City Council's approach to challenges and appeals can be found at [www.worcester.gov.uk](http://www.worcester.gov.uk). All cases will be considered on their individual circumstances. If you challenge this Penalty Charge Notice within 14 days and the challenge is rejected, the Council will usually re-offer the 14 day discount period.

#### IF THE PENALTY CHARGE IS NOT PAID OR CHALLENGE.

If the Penalty Charge Notice is not paid on or before the end of the 28 day period as specified on the front of this notice, or successfully challenged, the Council may serve a Notice to Owner [NTO] on the owner of the vehicle requiring payment of the Penalty Charge. The owner may then make representations to the Council and may appeal to an independent adjudicator, if those representations are rejected. The NTO will contain instructions for doing this.

If you challenge this PCN but the council issue an NTO anyway, the owner must follow the instructions on the NTO

**Parking & Enforcement Services, Worcester City Council, The Guildhall,  
High Street, Worcester, WR1 2EY**

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Worcester City Council Enforce Off Street parking contraventions.  
Worcester City Council Enforce On Street Parking Contraventions on behalf of  
Worcestershire County Council.

### Data Protection Information.

Personal data has been collected in order to serve this Penalty Charge Notice and enforce the parking terms and conditions. As a contravention has occurred, your personal data may be collected, processed, shared and retained in order to carry out the performance of a public task and fulfil our legal obligations in the following ways.

To request details of the registered keeper from the DVLA in order to pursue a Penalty Charge Notice.

Shared with third parties for appeals enforcement.

Shared with the Police or security organisations to prevent or detect crime.

**Your data rights:** In relation to personal data which we may hold about you, you have the right to request to: Be informed, have access or rectify incorrect information. You also have the right to object to or restrict our processing of you 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.

#### Contact & Further Information:

If you would like more information about how we use your data please read our Privacy Policy [www.worcester.gov.uk/privacy-policy](http://www.worcester.gov.uk/privacy-policy) Data protection questions can be made via e-mail [data.protection@worcester.gov.uk](mailto:data.protection@worcester.gov.uk)

You have the right to complain to the Information Commissioner's Office at [www.ICO.org.uk](http://www.ICO.org.uk)