



Parking Program Privacy & Data Retention Practices

City of Sandpoint Public Fact Sheet

The City of Sandpoint uses IPS Group technology to administer parking permits, process kiosk and mobile payments, and verify whether a vehicle has a valid permit or paid parking session. The City recognizes that these services involve personal and financial information and is committed to using that information responsibly.

What information is collected?

The permit program collects account and eligibility information to confirm that an applicant qualifies for a permit, but it does not track where or when permit holders park. Kiosk users provide a license plate number and parking-session information, plus payment information when purchasing parking.

<i>Information collected</i>	<i>Parking permit program</i>	<i>Kiosk check-in and paid off-street parking</i>
<i>Name, email address, telephone number, account login information, and documentation confirming eligibility</i>	Required as applicable to create and administer a permit account and verify eligibility for resident or specialized permits.	Not required for kiosk check-in or kiosk payment.
<i>License plate number</i>	Required. The license plate serves as the digital credential associated with the permit.	Required. The license plate identifies the vehicle associated with the parking session.
<i>Parking location and session time</i>	Not collected. Permit holders do not initiate parking sessions, and their parking locations and parking times are not tracked through the permit system.	Required and collected. The system records the parking location and the start, duration, and expiration of the parking session.
<i>Payment amount</i>	Collected when a permit is purchased, renewed, or refunded.	Collected for paid parking. No payment amount is collected for a free kiosk check-in.
<i>Payment-card information</i>	Required only when purchasing a permit by card. Cash/check payments for permits available at City Hall	Required only when purchasing paid parking by card. It is not required for a free



kiosk check-in or when using a kiosk that accepts cash or coins.

Who controls and uses the information?

IPS operates the permit portal, kiosks, payment systems, and related software as a service provider to the City. IPS acts as a data processor and service provider and treats the City as the data controller. The City, not IPS, determines what data is collected, how it is used, and how long it is kept. When IPS processes information for the Sandpoint parking program, it does so on the City's behalf and under the City's direction for the purpose of issuing and administering parking and boat launch permits and confirming payment and/or dwell time in a public on-street or off-street parking space.

IPS does not provide personal information to third parties for their own purposes. IPS does not use information collected through the Sandpoint parking program for its own marketing and does not provide that information to social networks or other advertising platforms. The marketing practices described in the general [IPS privacy statement](#)¹ apply to IPS's own websites, business contacts, and direct-to-consumer applications; they do not apply to data IPS processes on the City's behalf. Information may be shared when disclosure is required by law.

How is payment and personal information protected?

Parking payments are processed through secure payment systems. IPS systems use encryption and comply with the Payment Card Industry Data Security Standard, commonly called **PCI DSS**. IPS's service contract with the City also provides real-time card authorization, transaction-level reporting, and PCI-compliant public payment portals.

IPS's security controls are also tested annually by an independent auditor under the SOC-2 framework, rather than self-certified. Controls covered by that examination include:

- Encryption of customer and end-user data both in transit and at rest.
- Role-based access controls, with access limited to personnel who have a business need for it.
- Database access restricted to authorized administrators, with user access reviewed quarterly.

¹ <http://ipsgroupinc.com/>



- Archiving of relevant database queries so that database activity can be audited.
- Document incident response procedures.

The City's use of financial data follows the City's Financial Policies and Guidelines, authorized by resolution 24-006 (available [here](#)²).

How long is information retained?

Parking permit data, paid parking data, and enforcement data and information are retained by the City only for as long as necessary to provide the service, satisfy its internal retention policy, or meet legal requirements.

A default purge applies to registered-owner information used to issue and mail citation notices: registered-owner data that is one year or older and attached to a closed (inactive) parking citation is purged from the enforcement management system, including notices and letters containing that information. IPS notifies the City before a purge occurs.

All records related to parking permits and free and paid parking sessions are retained pursuant to the City of Sandpoint Records Retention Schedule (available [here](#)³), Idaho Code 50-907 (available [here](#)⁴), which controls the "classification and retention of municipal records."

Your privacy choices and questions

Individuals may contact the City regarding information maintained for the Sandpoint parking program. IPS also accepts requests concerning access, correction, deletion, or limitation of personal information, subject to legal record-retention requirements and verification of the requester's identity. Because the City is the controller of parking program data, a request that IPS receives about that data is forwarded to the City for responses, and IPS acts on the City's instructions. Individuals do not need to opt out of marketing to use the parking program, because program data is not used for marketing

IPS Privacy Contact: privacy@ipsgroupinc.com

City Parking Information: www.sandpointidaho.gov/parking/

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² <https://www.sandpointidaho.gov/finance/page/annual-financial-statements/>

³ <http://www.sandpointidaho.gov/city-clerk/>

⁴ <https://legislature.idaho.gov/statutesrules/idstat/title50/t50ch9/sect50-907/>