

Privacy Policy for Parking Areas, Garages, Multi-Storey Car Parks, and Parking Lots

This notice describes how the parking space operator processes your personal data (pursuant to Art. 13(1) GDPR).

1. Purposes of Data Processing

We process your personal data for the following purposes:

- a) Management of long-term parking contracts
- b) Calculation of parking fees based on duration
- c) Monitoring compliance with usage regulations (e.g., parking across multiple spaces)
- d) Ensuring lawful use (e.g., exceeding free parking time)
- e) Protection of facilities (e.g., vandalism)
- f) Detection of misuse (e.g., exiting without payment)
- g) Online customer portal
- h) Automated entry and exit using license plate recognition

We collect this data through:

- Information you provide for contract creation
- Video recordings and license plate data analysis
- Data required for contract fulfillment
- Access and usage data from the online customer portal

Providing your personal data is voluntary. Video recording and license plate data collection are carried out in accordance with legal requirements.

2. Legal Basis for Processing

- For billing of parking fees (both short-term and long-term), the legal basis is **contract fulfillment** (Art. 6(1)(b) GDPR).
- For license plate recognition of long-term parkers, the legal basis is **your consent** (Art. 6(1)(a) GDPR).
- For license plate recognition of short-term parkers, the legal basis is the **legitimate interest** of the controller (Art. 6(1)(f) GDPR), which includes achieving the purposes listed under Section 1 (a–h). You have the right to object to this processing under Art. 21(1) GDPR if reasons arise from your particular situation.
- Video processing is conducted especially in entry and access areas, at gates, payment machines, stairwells, and parking decks in accordance with § 12(3)(2) of the Austrian Data Protection Act (DSG). Recordings are only evaluated in specific cases where either the monitored object (parking area) or parked vehicles are subject to legal violations.

3. Disclosure of Your Personal Data

Your personal data may be disclosed to the following recipients, if necessary:

- Data processors (e.g., call centers, complaint management)
- Billing platforms (e.g., fuel cards, mobility cards)
- Insurance companies (e.g., in case of damage)
- Collection agencies, legal representatives, courts
- Authorities within their legal scope
- Clients of the parking space operator acting as site managers

4. Data Retention

Your personal data is retained only as long as necessary to fulfill the contract and achieve the purposes outlined in Section 1.

4.1. For Non-Registered Customers

- License plate images are anonymized 24 hours after the last recorded action in standard parking transactions.¹
- For completed parking sessions with outstanding payments, anonymization occurs 91 days after the payment deadline. These data are needed for reminders and as evidence in disputes.
- Non-registered customers who exit within the free parking time or turn around upon entry are anonymized after 5 minutes.
- Other data are deleted after the statutory tax retention period of seven years.

4.2. For Registered Customers

- Parking sessions without charges: anonymized 30 days after exit.
- Parking sessions billed via invoice: anonymized 30 days after invoice issuance (monthly billing).
- Rejected entries²: anonymized 7 days after rejection.
- Other data are deleted after the statutory tax retention period of seven years.

4.3. Faulty Transactions

- Sessions with two recorded entries but no corresponding exit: anonymized 30 days after entry.
- Sessions with an exit but no corresponding entry: anonymized 30 days after exit.
- Open sessions not yet completed: anonymized after 90 days.

4.4. Video Processing (“Surveillance”)

Recorded data must be deleted or anonymized no later than 14 days unless required for specific protection or evidence purposes under § 12(3)(2) DSG. The deviation from the statutory deletion period under § 13(3) DSG is necessary to detect credit card transaction failures, which may only become known up to two weeks later. Without 14-day retention, asserting claims would no longer be possible. Use of recordings for other purposes is not permitted.

5. Your Rights Regarding Personal Data

You have the following rights regarding the processing of your personal data:

- Right of access (Art. 15 GDPR)
- Right to rectification of incomplete or incorrect data (Art. 16 GDPR)
- Right to erasure (Art. 17 GDPR)
- Right to restriction of processing (Art. 18 GDPR)
- Right to data portability (Art. 20 GDPR)
- Right to object (Art. 21 GDPR)
- Right to lodge a complaint with a supervisory authority ([dsb.gv.at](https://www.dsb.gv.at))

6. Contact Information

Controller: Arivo GmbH
Am Innovationspark 10
8020 Graz
info@arivo.co

¹ After exit, if payment was made beforehand, or after payment, if made post-exit.

² Rejections refer to cases where a vehicle is denied entry due to rule violations (e.g., exceeding the number of vehicles allowed under the contract).

We reserve the right to amend this privacy policy at any time due to legal or technical developments.