

## **My Account - Fair Processing Notice**

This policy explains why we collect and keep your personal information, how your information is used and what we do with the information we collect when you register for our My Account service.

### **1. Why do we collect and keep personal information**

We collect and use your personal information in order to create a My Account on [www.pembrokeshire.gov.uk](http://www.pembrokeshire.gov.uk) and provide you with a personalised online experience. The processing of your personal data is because you have given your consent to do so.

### **2. How Information about you is used.**

The information that you provide will be processed according to the General Data Protection Regulations 2016. We have a duty to protect the public funds we administer and may use the information provided by you, as well as data matching techniques to detect and prevent fraud. We will cross check the information with other sections of Pembrokeshire County Council to ensure that a single customer record is held for you wherever possible. The data matching process is a proven way of helping to ensure that records we hold for you are up to date and accurate.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information may be shared with other internal departments within Pembrokeshire County Council with the Auditor General for Wales.

We will not make any disclosures to third parties for marketing purposes.

We will use the information you have provided to contact you in relation to Council services that you have requested or registered for.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to access Council services.

### **3. How long do we keep hold of your information?**

We will retain the information provided to us for five years and your information will be securely disposed of once it is no longer required.

### **4. Access to my personal information?**

You can find out if we hold any personal information by making a subject access request under the General Data Protection Act Regulations 2016. To make a request for any personal information we may hold you need to put your request in writing addressing it to:

Access to Records Team

Pembrokeshire County Council  
County Hall  
Haverfordwest SA61  
1TP

### **5. Your Rights.**

Under the General Data Protection Regulations 2016, you have rights as an individual which you can exercise in relation to the information we hold about you:

- The right of **access** – you are entitled to request access to and a copy of, information we hold about you
- The right to **rectification** – you have the right to ask to have your information corrected.
- The right to **restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
- The right to **erasure**-this is not an absolute right
- The right to **data portability**-this is not an absolute right
- The right to **not be subject to automated decision-making and profiling** – which produces legal effects or similarly significant affects for the data subjects

## 6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Jo Hendy, Data Protection Officer  
Pembrokeshire County Council  
County Hall  
Haverfordwest  
SA61 1TP

Email: [dataprotection@pembrokeshire.gov.uk](mailto:dataprotection@pembrokeshire.gov.uk)

Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner's Office as the statutory body which oversees data protection law:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Email case [worker@ico.org.uk](mailto:worker@ico.org.uk) Telephone No: 0303 123 1113

## 7. Changes to this privacy notice.

We keep our privacy notice under regular review.