



# Northumberland County Council

## My Northumberland Account Privacy Notice

### How we handle your information

We have a legal duty to keep and process information about you in accordance with the law. This notice explains why we ask for your personal information, how that information will be used and how you can access your records.

### Why is information recorded about me?

We use information about '[My Northumberland Account](#)' subscribers to enable us to provide access to Council services through an online portal.

These records may include:

- basic details about you, for example, name, address, date of birth
- contact details including email address, telephone number, mobile number
- unique identifiers such as account references
- details and records about the service you have received

### What is the information used for?

Your records are used to enable us to verify your identity, and create a My Northumberland Account login which allows you to access and control the Council services you access through an online portal.

### How we process your information

We will only process your personal information if there is a lawful basis to do so. Most commonly, we will use your personal information in the following circumstances:

- When processing is necessary for the performance of a contract or when processing is required prior to entering into a contract with you.
- Where you have given consent

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.

Information will be processed within the European Economic Area and will not be shared with overseas recipients.

Please note that we may process your personal information without your knowledge or consent where this is required or permitted by law. Examples of these occasions may include, but are not limited to:-

- where we encounter infectious diseases which may be a public health concern
- where the health and safety of others are at risk
- where a formal court order has been issued



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- prevention or detection of crime
- as part of the Government's National Fraud Initiative

## Retention

Your details will be kept for [the duration of your subscription to the My Northumberland Account portal](#). If you decide to 'opt out' of the My Northumberland Account portal and remove access to your online account then we will retain your account information for a period inline with our retention policy.

## Can I see my records?

The Data Protection Act 2018 and General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your [My Northumberland Account](#) records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

## Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

## Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us by [filling in this form](#)

Data Protection Officer: [informationgovernance@northumberland.gov.uk](mailto:informationgovernance@northumberland.gov.uk)



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You also have the right to complain to the Information Commissioner's Office if you are unhappy with the way we process your data. Details can be found on the ICO website, or you may write to the ICO at the following address:

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

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)