

## Privacy Policy – MyDacorum

This privacy notice explains how Dacorum Borough Council (the Data Controller) will use any personal information we collect about you when you use our services.

### What information do we collect about you?

- Name
- Address
- Date of birth
- Contact details (email, telephone numbers)
- Council Tax Reference
- Housing Tenancy Reference (council tenants only)

### How will we use the information about you?

The information we collect, will be used to service your MyDacorum account. We will use your address and Council Tax reference to identify you in our systems. Your date of birth is used only in cases where initial validation methods prove inconclusive. We remove your date of birth from MyDacorum once your account has been verified and a reasonable time has elapsed.

The list below shows the functionality we provide by using the information we collect. Please note this list is not an exhaustive list of all the functionality provided by MyDacorum:

- Notifications/reminders
- Account(s) information (balances, statements, status)
- Location based information
- Payments

We may share the information with other departments within the Council for the purposes of carrying out the functions (listed above).

Upon processing your payment, we will share your data with our third party payment vendor, Capita. Only the data that is required to facilitate the transaction is used.

We may also be required to share your personal information with the anti-social behaviour team and the corporate anti-fraud team, for the purposes of preventing anti-social behaviour and preventing, detecting fraud and for protection public funds.

We will ensure that all personal information is kept securely on servers hosted by Dacorum Borough Council based in the UK.

The lawful basis for processing this personal data is set out under Article 6(1)(a) of GDPR – Consent.

### How long will we keep this information?

We will destroy this personal information in accordance with our [Retention Policy](#). If you request for your account to be deleted, the account data held for MyDacorum will be deleted. This will not affect your data held by individual services for different purposes.

## Individuals' Rights

You have a right to request a copy of the personal information that we hold about you. If you would like a copy of some or all of your information, please contact [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk) in the first instance or visit <http://www.dacorum.gov.uk/home/open-data/personal-information>

If you consider we hold inaccurate personal information about you, you can contact us to ask for this information to be corrected. We will consider your request and respond within one month. Please contact [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk)

You can find out more about your rights on our website; <http://www.dacorum.gov.uk/home/open-data/personalinformation>

## Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to make your use of the internet better. For further information on how we use these and how you can control it, please visit <http://www.dacorum.gov.uk/home/cookies-policy>

## Our Data Protection Policy

We have a [General Data Protection Regulation \(GDPR\) Policy](#) in place

## Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is the Information Security Team Leader (Legal Governance). You can contact them by emailing [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk) or calling 01442 228538.

## How to contact us

Please contact us if you have any questions about our GDPR Policy, or concerns about how we handle your information: by emailing [foi@dacorum.gov.uk](mailto:foi@dacorum.gov.uk) or write to us at: Legal Governance Department, Dacorum Borough Council, The Forum, Marlowes, Hemel Hempstead HP1 1DN.

## Complaints

You have a right to complain to the Information Commissioner if you are unhappy with how we process your personal information. You can do so through their website: <https://ico.org.uk/concerns/> or by emailing: [casework@ico.org.uk](mailto:casework@ico.org.uk) or calling their helpline on 0303 123 1113.