

Privacy Notice for MyStAlbans

This privacy notice explains how St Albans City & District Council (the Data Controller) will use any personal information we collect about you when you use our services. This privacy notice is General Data Protection Regulation compliant and sets out some additional rights provided under the GDPR.

What information do we collect about you?

The information we will collect will vary depending on how you use the Council's Services. We collect personal information you are required to provide to us so we can carry out our statutory functions (such as Council Tax), and other personal information you agree to share with us voluntarily. You are choosing to use MyStAlbans by registering for an account and giving us consent to use your personal information to manage your account [Art. 6(1)(a) of General Data Protection Regulation].

How will we use the information about you?

We use the information to process your application, or to resolve your complaint, or answer your query. We will share the information with other departments at the Council to enable us to deal with your query, complaint or application. Customer Services will always be able to access your personal information so that they can provide support with regard to your MyStAlbans account and help with your queries. We will only share the information to deal with the matter you contacted us about.

We will not share the personal information we hold with any external organisations except for partner organisations. By partner organisations we mean contractors where sharing your data is necessary to deal with your matter. If the matter relates to an area of work covered by Hertfordshire County Council we may forward your complaint or query to them so that they can deal with your matter. We may be required to share your personal information with the Police, or similar agency, or another Council for the purposes of preventing and detecting fraud.

We will ensure that all personal information is kept securely.

How long will we keep this information?

The details you provide to set up your MyStAlbans account will be retained for as long as you have the account. If you delete your account, we will destroy this personal information in accordance with our Disposal Schedules. Our criteria for determining the period we keep the data includes considering what the legislation requires and what is good practice. This means we will securely destroy the information once we no longer need it. If you would like to know the specific period of time that relates to your personal information please contact GDPR@stalbans.gov.uk.

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@stalbans.gov.uk and ask for a subject access request.

You have the following rights in respect of the information you have consented to share with us:

- To be forgotten i.e. your details will be deleted
- To have us correct an error
- To have us restrict the way we use the information
- To object to us using the information
- To have your information shared at your request (data portability)

We will consider your request and respond within one month. Please contact GDPR@stalbans.gov.uk.

You can find out more about your rights on our website:

<https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacy-notice/Individual%20Rights%20GDPR%20Website%20Notice.pdf>

You can also find out more about your rights on the Information Commissioner's website: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

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: <https://www.stalbans.gov.uk/cookies>

Changes to our Data Protection Policy

We have a Data Protection Policy in place and this can be found here:

<https://www.stalbans.gov.uk/sites/default/files/documents/publications/privacy-notice/GDPR%20Personal%20Data%20Policy.pdf>

We review this policy annually.

Data Protection Officer

Our Data Protection Officer for the purposes of Articles 37 to 39 of the General Data Protection Regulation is Charles Turner, Solicitor to the Council. He can be contacted by emailing GDPR@stalbans.gov.uk or calling 01727 819209 for our Complaints Team.

How to contact us

Please contact us if you have any questions about our Data Protection Policy or information we hold about you:

By emailing foi@stalbans.gov.uk or write to us at: FOI Team, St Albans City & District Council, St Peter's Street, St Albans, AL1 3JE.

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 or calling their helpline on 0303 123 1113.

Consent

You will be asked to give consent to us using your personal information as outlined above when you set up an account. You have a right to withdraw your consent at any time by emailing contactus@stalbans.gov.uk or calling the Council on 01727 866100.