

Privacy Notice



North Yorkshire
County Council

Customer Portal: My Account

This Privacy Notice is designed to help you understand how and why the County Council processes your personal data in relation to 'My Account'. This notice should be read in conjunction with the Council's [Corporate Privacy Notice](#).

Who are we?

North Yorkshire County Council is a 'Data Controller' as defined by Article 4(7) of the General Data Protection Regulation (GDPR). 'My Account' allows a customer to apply for services via the Council's Customer Portal.

The Council has appointed **Veritau Ltd** to be its Data Protection Officer. Their contact details are:

Data Protection Officer
Veritau Ltd
County Hall
Racecourse Lane
Northallerton
DL7 8AL
infogov@northyorks.gov.uk // 01609 53 2526

What personal information do we collect?

When you create a 'My Account' you will be asked to provide:

Basic Identifiers: Name, Date of Birth, and Address

Contact Details: Telephone Number and Email Address

Why do we collect your personal information?

The County Council collect this information to create "My Account", validate "My Account" and enable you to apply for services within "My Account".

This information will also be used to keep "My Account" information current. From time to time the County Council will contact you to ensure that the information it holds in "My Account" is accurate and up to date.

Who do we share this information with?

This information will be used when you apply for services in the customer portal accessed on-line from the County Councils website

How long do we keep your information for?

Data held	Retention period
Current customer information	As long as a customer chooses to have a live customer account.

	If there are no outstanding/active services in “My Account” and there has been no activity for 1 year you will be contacted by e-mail and asked if you would like your data and “My Account” deleted.
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What is our lawful basis for processing your information?

The information you provide will be processed for the purposes outlined above with your consent.

For More information about how the County Council uses your data, including your privacy rights and the complaints process, please see our Corporate Privacy Notice.