Privacy Notice – Nationality Checking Service

Overview
Hull City Council uses the personal information it holds about you as a customer of the Registrations Service in order to maintain an electronic diary of appointments, to evidence provision of service and posting of documents and receipt the fees.

Why we need your personal data
We process personal information in order to meet maintain a diary of appointments and provide a service to customers and meet our legal obligations under legislation, including the Income and Corporation Taxes Act and the Local Government Transparency. We may also need to use information about you to investigate complaints or concerns in relation to the service we provide.
We process information about:

- Appointments offered
- Fees and charges for appointments

The types of information we hold includes:
- Names, contact information;
- Payments received
- Record of service provided, documents copied and posted
- Proof of postage

We receive information from -
- Customers;
- Other Council departments;
- Contract providers (the call centre)

Retention Periods
We retain general records for 6 months and records to evidence receipt of payment for +7 years.

Your Rights
You have the right to request access to the personal information we hold about you, to be informed about the collection and use of your personal information, for the information held to be corrected (where the law permits) and to request us to restrict the processing of your personal information. In certain circumstances you have the right to object to the processing of your personal information. Your information will not be subject to automated decision making.

Data Controller
The Superintendent Registrar is the data controller of this information.
Our Contact Details are:

Hull Register Office 01482 300300
Questions/complaints/comments

More details about how Hull City Council uses personal information can be found on our website - [http://www.hull.gov.uk/help/general-privacy-notice](http://www.hull.gov.uk/help/general-privacy-notice) If you have any questions or concerns about the collection, use or disclosure of your personal information please contact Data Protection Officer –

Data Protection Officer
Hull City Council
Room 11
The Guildhall
HULL
HU1 2AA
Information@hullcc.gov.uk

You also have the right to complain to the regulator –

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

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

Online enquiries - [https://ico.org.uk/global/contact-us/email/](https://ico.org.uk/global/contact-us/email/)