

Privacy Notice for My Account

Why we are collecting your data

Lewes District Council and Eastbourne Borough Council are data controllers and collect your personal data in order to provide our online service which allows you to keep track of a wide range of council run services.

The legal basis for the processing

The legal basis we rely on to process personal data for your 'My Account' is consent under article 6(1)(a) of the GDPR. You can close your 'My Account' at any time by contacting us at customerfirst@lewes-eastbourne.gov.uk .

Who will your information be shared with?

To ensure our record keeping is efficient and to be able to provide services quickly across Lewes and Eastbourne we hold your personal information in a centralised customer record.

We share basic information such as names and addresses between services to ensure our information on you is up to date and accurate.

We may disclose information to third parties where it is necessary to comply with a legal obligation.

Where we need to disclose sensitive information such as medical details to a third party, we will only do so once we have obtained your explicit consent, or where we are legally required to. We may disclose information when necessary to prevent risk of harm to an individual.

The councils are required by law to protect the public funds they administer. We may use any of the information you provided for the prevention and detection of fraud. We may also share information with other bodies that are responsible for auditing or administering public funds, including the Cabinet Office. The Cabinet Office requires councils to participate in data matching exercises to assist in the prevention and detection of fraud.

We will not

- Use your information for marketing or sales purposes without your prior explicit consent.
- Send or store your data abroad
- Make decisions about you based on automated processing.

How long will we hold your data for?

Your customer information will be kept for as long as you chose to have a live 'My Account'. For information about how long we keep your personal information in respect of other council services you may use e.g. council tax, please see the appropriate privacy notice for that service on the privacy page of our website.

Your rights

You are entitled to request a copy of any information about you that we hold.

If the information we hold about you is inaccurate you have a right to have this corrected and you have the right to request completion of incomplete data.

You have the right to request that we stop, or restrict the processing of your personal data, in certain circumstances. Where possible we will seek to comply with your request, but we may be required to hold or process information to comply with a legal requirement.

You have the right to object to the processing of your personal data in certain circumstances. We may still be required to hold or process information if there are legitimate grounds for doing so.

If you are dissatisfied with how the councils have used your personal information you have a right to complain to the Information Commissioner's Office at casework@ico.org.uk

Identity of Data Protection Officer

Oliver Dixon, Senior Lawyer

Contact details

Eastbourne Town Hall, Grove Road, Eastbourne, BN21 4UG

Email: accesstoinformation@lewes-eastbourne.gov.uk

Tel: 01323 410000