

Royal Mail Identity Verification Service Privacy Policy

1 About the Royal Mail Identity Verification service

- 1.1 Individuals use the Royal Mail Identity Verification Service to verify their identity in order to access services provided by a Government Department, such as the DVLA or HMRC.
- 1.2 Any reference to "Royal Mail", "Royal Mail Group", "we", "our" or "us" in this Privacy Policy is to Royal Mail Group Ltd. Any reference to "you", "your" or "yourself" is to the person wishing to access and/or use the Royal Mail Identity Verification Service.
- 1.3 You will have been redirected to the Royal Mail Identity Verification Service [<https://identity.royalmail.com>] from the GOV.UK website. Royal Mail does not control the content of any third party websites and is not responsible for the data policies or processing of any third party.

2 Purpose of the Privacy Policy

- 2.1 Royal Mail Group is committed to processing personal data in ways that comply with its legal and regulatory obligations and to being clear with customers about what it does with their personal data. For the purposes of the Data Protection Act 2018, Royal Mail Group is a data controller with the Information Commissioner's Office ("ICO").
- 2.2 This Privacy Policy only describes the way that your information will be handled when you use the Royal Mail Identity Verification service. For further information about Royal Mail Group and how we use information collected through our other services, please visit the Royal Mail Group website at www.royalmailgroup.com

3 What information do we collect about you?

- 3.1 We will only request personal data about you which is necessary for us to provide the Royal Mail Identity Verification service to you.
- 3.2 In order to verify your identity, we will request the following information about you: your title, first name, middle name or initial, surname, any other names you are known by, date of birth, gender (optional), your current address, previous addresses in the last three years (and the duration at each address), plus your home telephone number, mobile telephone number and email address. We will also ask you to provide details of official identity documents, such as your passport or driving licence.

4 How will we use the information about you and on what legal basis?

- 4.1 In order to verify your identity, we will share your information with our partners, GB Group, who will check it against information held on databases maintained by credit reference agencies or fraud prevention agencies, such as those held by Equifax and CallCredit. For more information about GB Group, please click [Here](#). (*Legal basis: in order to perform a contract with you.*)
- 4.2 Information about your identity documents will be passed to the Government Digital Service's document checking service, which will validate this information with the document issuer (HM Passport Office or Driver and Vehicle Licencing Authority (DVLA)). The document checking service will then inform us if the document details are valid or not (*Legal basis: in order to perform a contract with you.*)

- 4.3 To enable ongoing use of the Royal Mail Identity Verification service, we retain your information and your verified status to enable you to continue to log in to government services. The information we collect and process is retained in order to keep your verified identity current in line with government requirements. Audit records relating to your verification activity are held in the system to support any audit requests or supporting activity in any revalidation activity (*Legal basis: in order to perform a contract with you*).
- 4.4 In addition to using your personal data to verify your identity, we may also use the information that we collect about you for the following purposes:
- (a) dealing with any enquiries, complaints and escalations raised by you (*Legal basis: in order to perform a contract with you*).
 - (b) protecting our service and websites against unauthorised access (*Legal basis: because it is in our legitimate interests as a business*); and
 - (c) for fraud prevention(*Legal basis: because it is in our legitimate interests as a business and in some cases we may have a legal obligation to do so*);.
- 4.5 We may use aggregated data from the Royal Mail Identity Verification service to enable us to understand and share with third parties information about the volume of people passing through the service, to provide information relating to our demographic data classifications and to review our cover of the UK population against the levels of assurance provided. This aggregated data will **not** contain personally identifiable information about you.

As part of this service we will not use your data to market any additional services to you. Your information will be used strictly for the purposes of providing the Royal Mail Identity Verification service. If you have any concerns or questions about this please contact us at information.rights@royalmail.com

- 4.6 The Royal Mail Identity Verification service uses cookies to distinguish you from other users of our service. This helps us to provide you with a good experience and also allows us to improve our service. For detailed information on the cookies we use and the purposes for which we use them see our [Cookies policy](#).

5 Sharing your personal data with third parties?

- 5.1 In order to verify your identity, your personal data will be shared with the providers of the software and the databases that we use to verify your identity such as [Call Credit](#), [Equifax](#) and the Government Digital Service's document checking service.
- 5.2 These providers process your personal data on behalf of the Royal Mail Identity Verification service only to the extent necessary for the provision of the service. With the exception of GB Group, your personal data is not retained by these providers.
- 5.3 We will share the results of your identity verification, but not the other information you have provided to us, with the Government Digital Service (as referred to in the Terms and Conditions) who provided you with the option to select the Royal Mail Identity Verification Service. The Government Digital Service will match up the original request with the response from the Royal Mail Identity Verification service and return you to the requesting Government Department (for example, HMRC), who will assess whether they can provide access to the service which you have requested from them.

- 5.4 Credit reference agencies used as part of your verification will record an identity check against your credit record and may also disclose the fact that a search of its records was made to its other customers only for the purposes of assessing the risk of giving credit, to prevent fraud and to trace debtors. This does not have any impact on your credit rating.
- 5.5 We or the Government Digital Service may report any suspicious activities which we/they become aware of as a result of or in connection with your use of the Royal Mail Identity Verification service to appropriate agencies, or other relevant bodies, such as the Police and/or other relevant authorities who will use that information to investigate and deal with the issue, as appropriate.
- 5.6 We may disclose your personal data to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms and Conditions. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

6 How long do we keep your personal data?

- 6.1 We will hold your personal data obtained in connection with the Royal Mail Identity Verification service for as long as you have an account. If you should close your account, then the data retained is for audit purposes only and then for no longer than is necessary for the purposes described below.
- 6.2 To comply with government standards and the Data Protection Act 2018, all personal data obtained in connection with the Royal Mail Identity Verification service will only be retained in accordance with our retention policy and the longest period associated with a Government Department utilising the service. Whichever Government Department has the longest requirement will be set as standard across the Service.

7 How do we protect your personal data?

- 7.1 All data will be stored and processed within the UK and processed subject to EU laws. Personal data that we collect from and/or about you will not be transferred, processed or stored in any destination outside of the European Economic Area.
- 7.2 We endeavour to take all reasonable and appropriate steps to protect your personal data. We restrict access to your personal data to those of our employees, and third parties, who need it to provide the Royal Mail Identity Verification service and for the related purposes described in this Privacy Policy. We protect your personal data from unauthorised access, use and loss by maintaining physical, electronic, and procedural safeguards.
- 7.3 Royal Mail Identity Verification protects your personal data when it is transferred over the Internet by employing a secure, encrypted connection between your computer and the Royal Mail Identity Verification service.

8 Your Rights

In order to process any process any requests, or should you have complaints or queries relating to the use of your personal data please contact our Information Rights Team using the details below:

Information Rights and Governance Team
2nd Floor
Royal Mail

Pond Street
SHEFFIELD
S98 6HR
Email: information.rights@royalmail.com

- 8.1 **The right to access personal data we hold about you:** at any point you can contact us to request the information we hold about you as well as why we have that information, who has access to the information and where we got the information. Once we have received your request we will respond within 30 days, provided we are satisfied with your identification.
- 8.2 **The right to correct and update the personal data we hold about you:** if the personal data we hold about you is out of data, incomplete or incorrect, you can inform us and we will ensure that is it updated.
- 8.3 **The right to have your personal data erased:** if you feel that we should no longer be using your data or that we are illegally using your data, you can request that we erase the data we hold. When we receive your request, we will confirm whether the data has been deleted or tell you the reason why it cannot be deleted.
- 8.4 **The right to object to processing of your data:** you have the right to request that Royal Mail stops processing your personal data. Upon receiving the request, we will contact you to tell you if we are able to comply or if we have legitimate grounds to continue. If data is no longer processed, we may continue to hold your personal data to comply with your other rights.
- 8.5 **The right to data portability:** you have the right to right to request that we transfer your personal data to another controller. Once we have received your request, we will comply where it is feasible to do so.
- 8.6 **The right to complain:** you can make a compliant to us by contacting information.rights@royalmail.com or to the data protection supervisory authority in the UK, the ICO at <https://ico.org.uk/>.

9 Keeping personal data accurate

Royal Mail Group will ensure that personal data is kept accurate and up to date as far as is reasonably possible. However, it is your responsibility to ensure that you update the details which you have provided to us if they change. You can do this at any time by (e.g. by updating your account details on this website (<https://identity.royalmail.com>)).

10 Changes to this Privacy Policy

We will keep our Privacy Policy under regular review and will notify you of any material changes by email and when signing in to <https://identity.royalmail.com>.

This Privacy Policy was last updated 22 June 2018.