

Tell Us Once Privacy Statement

This service is committed to ensuring that your privacy is protected and you can be assured that any information you provide will only be used in accordance with this Privacy Statement. This statement explains how we will use and protect any information that you give us when you use this service.

This Service

This service is provided by the Department for Work and Pensions (DWP) on behalf of Government. The service is a voluntary service which you have elected to use and are giving your consent to the use of the data you provide. Details of the full Personal Information Charter for DWP can be found on the Internet at <https://www.gov.uk/government/organisations/department-for-work-pensions/about/personal-information-charter>

The Data Protection Act (DPA) and General Data Protection Regulation (GDPR)

The General Data Protection Regulation forms part of the data protection regime in the UK, together with the new Data Protection Act 2018 (DPA 2018). DWP is the Data Controller for this service under the Data Protection Act 2018. We have a legal duty to protect any information we collect from you and we will process your information in compliance with the provisions of GDPR and the Act.

We have made sure this service is secure and meets all government standards to prevent any unauthorised access to the information you give us.

What information do we collect?

We will ask you for personal information about you; like your name, address and about other people who are affected by the change so that the organisations can take any follow up actions they need to. We will only ask you for information needed by those organisations, and we will only pass onto each organisation the information that it needs.

You will be asked to agree to share this information with other organisations. If you are providing information on behalf of someone else you will also be asked if you have their agreement to do this.

Before the information is sent you will have a chance to check it and see who it will be shared with. Additionally this data is deleted following a period of time commensurate with giving the organisations involved sufficient time to address the change.

Other organisations who will receive your information

The organisations who will receive the information you provide have their own privacy policies which comply with the Data Protection Act 2018, General Data Protection Regulation and Human Rights Act 1998. Their policies can also be accessed via the Internet. We will be happy to help you to locate and read these, if you ask us to.

There are also formal agreements in place between each of these organisations and DWP. These explain in more detail how your information will be treated confidentially. These are examples of other organisations who can be informed of the changes and how the information you provide could be used by them:

For death notifications

- The Driver and Vehicle Licensing Agency (DVLA) can use the deceased's information to close their driver licence record and update their vehicle record.
- Local Authority Housing Benefit and Local Council Tax Reduction Teams can use the deceased's information to close down their claims for benefits and, in some cases, consider who else might be eligible in the household

For birth notifications

- Her Majesty's Revenue and Customs (HMRC) can use the birth information to process claims to Working Family Tax and Child Benefit.
- Library Services can use information on births to provide information on additional services available for pre-school children

Other things that we may do with your information

From time to time we may, with your permission, contact you either by telephone or in writing to ask your opinion of the service you have received.

The information you provide us with may be used for statistical information which will help us to improve the service. This statistical information will not contain any of your personal details.

We will not use your information for marketing reasons or pass your information to any third parties who are not specified as part of this service.

Access to your information and contacting us

If you wish to ask us about your information, or if you have a query or complaint about this privacy policy, you can contact us by email at tellusonce.communications@dwp.gov.uk

Changes to this privacy policy

If the privacy policy changes in any way, we will update this statement to make it clear about what information we collect, how we use it and under what circumstances it will be shared.