

Royal borough of Windsor and Maidenhead 'My Account' Privacy Notice

Who we are:

Communications, marketing and Design:

Digital Development Team,
Royal Borough of Windsor and Maidenhead
Town Hall, Maidenhead, SL6 1RF

The lawful basis for processing the information:

Local Government act 1972

How do we collect information from you:

Personal data is provided online via the council's website. An invitation can be sent to you if you agree to sign up to an account and provide your email address to a Customer Service Advisor.

What type of information is collected from you:

Name, address, telephone number and email.

How we use the information you have provided:

The information is collected to enable you to transact with the council from one central point.

Who has access to the information about you:

All council services have access to the data in order to fulfil service functions.

Who we may share your information with:

How your information is shared is dependent on the service you transact with through your account. The service specific privacy notices can be found on our [privacy notice webpage](#).

How long we store your information:

We store your personal data until you request it to be removed. You can ask for your account to be deleted if you have no open cases by emailing customer.service@rbwm.gov.uk or by calling 01628 683800.

Does your service utilise automated decision making? – No.