



Post Office Identity Account Privacy Policy

This Policy is to be read alongside the main Privacy Policy of Post Office Limited. This Policy deals with the extra data processing activities that are specific to accessing identity services only.

Your personal information will be used by us to verify that you are who you say you are, and to create, maintain and administer your Post Office Identity account. Your account can be used to share your information securely with peers and organisations, and to gain access to a number of government services.

What Information we collect about you

Your account will contain the information and documents you provide to us. We use this information to ensure you have met the requirements to use features and services. For example, when you choose to access government services, we must ensure you can meet the standard required in the government's Identity proofing and verification of an individual Good Practice Guide. If we are unable to verify that you are who you say you are from analysing the information we have, we are not able to provide you with these services.

We only ask for information required to check you are who you say you are, for the task that you're trying to complete. To help us support your use of the account, we see the level of assurance associated with your account and your account activity, but we do not see which services you've accessed.

You are in control of who you share your information with. If you share your details with another person or organisation, the act of sharing will be recorded in your activity history, including which set of information is shared. The details of the information exchanged is not stored for either party.

To support the constant improvement of the service we provide on Web and in App, we monitor the service and analyse anonymised data. This feeds into management information, which may be supported by information from your feedback on our performance.

As you add to your account, information that may be required is as follows; your name (including forename, middle name and surname), previous name(s), addresses (current and previous), title, gender, date of birth, mobile phone number, e-mail address and password, telephone number, mobile telephone number, passport details, driving licence details, debit or credit card number and other card details, ID card details and photographs of you, including a digital photo of you. We may also ask you knowledge based verification questions, which involve answering questions about your financial history, which we gather from a credit reference agency.

If you report an issue or make contact with us we will capture enough information to allow us to investigate and respond to enquiries and service requests from you. We may record your name, notes about your enquiry, email address and mobile number.

Why we collect personal information about you and what we do with it

Where we have your permission ('consent')

- By using this service, you are giving us your consent to process your data. Continuous use of these services, infers that you have given consent to the capturing and processing of your personal information in accordance with the information provided in this Privacy Policy. If you withhold or withdraw your Consent, you cannot use your Post Office account.
- Once you have added your personal information, document details and photos of you and your document, we will hold it until you choose to delete your documents or your account. This information is retained so you can share your information with other parties, if you choose to. If your documents expire or a certain amount of time passes, we will require you to re-verify your information.
- If you delete your account the photos will be deleted, however some personal information will be retained according to our legitimate interests and legal obligations, stated below.
- Please review the main Post Office Privacy Policy for more details including how you can contact us to change your mind.

Where we have a justifiable reason ('legitimate interest')

- We may use your personal information to diagnose and resolve problems and to deal with security incidents, fraud protection, and for audit, accounting and administrative purposes.

Where we have to do something by law ('legal obligation')

- We may use your personal information for the purposes of invoicing and taxation, accounting and auditing to meet our legal obligations under UK law.

Who we share your information with

Post Office verifies your identity by checking and matching the information you provide against a variety of data sources. This will involve the matching of data with a range of service providers. We may check information with the Government (for example,

your driving licence or passport details), your mobile network provider, or your financial history through a Credit Reference Agency. You do not require a 'Credit Score', but if you do have one this check will not affect it. It does not matter if you have a good or bad financial history. We may also check your bank card is active – this will not cost you anything.

The information we check is publicly held or in the government domain. All these organisations operate under the GDPR and have their own obligations to keep data safe and secure. We only share information necessary to provide the services you request with service providers, or where we have a legal obligation.

During verification of your identity, you will be assigned a unique number. If your identity is successfully verified, and you choose to access a government service, this number is disclosed to the department running the service(s) you are seeking to access and Government Digital Service. We will also provide the GOV.UK service(s) with your name, name history, date of birth, gender, address and address history.

This service is designed to make sure that you are always in control of who you're sharing your data with. When you choose to interact with a third party, we will check with you first what information you are being asked for and whether you agree to share it. We do not share your information unless you have given your consent.

If you give us false or inaccurate information and we suspect or identify fraud, we will record this and may also pass this information to fraud prevention agencies and other organisations involved in crime and fraud prevention (including the police).

Your personal information will also be processed by the third party that hosts our website. To support the improvement of the service, we may share anonymised management information with our key suppliers.

Transferring Information Outside of the EEA

Post Office Limited processes your data within the EEA only (including the UK).

How long do we keep your personal information?

We hold your data for as long as you have an active Identity account with Post Office, and only for the purposes described in this Privacy Policy.

If you choose to deactivate your Identity account, there will be a 'cool down period'. After no reactivation of your account within 30 days from the date you chose to deactivate your account, your account will be permanently closed. When you choose to delete your account, all your personal information will be deleted.

Some of your information will be retained for audit and record keeping purposes for a period of seven years following the date your account is closed. After the expiry of the seven year period, your information will be deleted from our systems, unless we are required by law to retain it.