

Privacy notice – MyHarrow Account

When you access some of our services you may be asked to create a customer account (MyHarrow Account). Your MyHarrow Account will consist of your contact details (email address, home address, telephone number), security details such as login and password, and details of the services you have linked to your customer account.

We use these customer details to give you access to the services that you have subscribed to. We may also use this data (and other data relating to your use of our customer account) for the purpose of analysis in support of service improvement.

You can access your account at www.harrow.gov.uk/login to make changes to your personal information, manage your service subscriptions or delete your customer account.

We will retain all customer account information for as long as your account remains active. You can delete your account in the account settings at any time.

Please click the triangles below to learn more.

Who we share your information with and why?

The harrow.gov.uk website is hosted by Jadu our Customer Management Service (CMS) provider, however once you login or register for a MyHarrow Account the customer account and all information related to it is hosted by Capita. All information which is sent to Capita is anonymised.

We aggregate data anonymously for the purposes of sharing usage data with webtrends for analysis purposes to help us improve our online services. Your personal sensitive data is not shared.

How we collect your information

Information is collected at the point where you provide contact details on the MyHarrow Account registration pages. Once the account is open you can opt to bring in data in other council systems to your account to improve applications, or notifications for services. Like most websites we tailor your experience by the use of computer cookies, for more information about our cookies policies see our cookies page.

Do we send your personal information overseas?

No, we don't send personal information abroad unless it's in the form of cookie data or usage information for web analytic purposes.

How we secure your data

We process your data in a manner that ensures appropriate security, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

We ensure that there are suitable privacy policies and keep records of our processing activities.

Your rights

The Data Protection Act 2018 and General Data Protection Regulation 2016 gives you rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and if there are no legitimate grounds for retaining it.
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not be subject to automated decision-making including profiling

To submit a Subject Access Request, visit our [subject access request page](#).

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Compliments and Complaints page](#).

You can contact the council's Data Protection Officer by visiting this link – [Council privacy notice](#)

If you are not satisfied with the Council's response you have a right to complain to [the Information Commissioner's Office \(ICO\)](#).

You must notify us immediately if there are any changes in your circumstances and personal details so we can maintain an accurate and up to date record of your information.

If you require help with your MyHarrow Account you can [contact us online](#).