



HM Passport
Office

Privacy Information Notice

March 2022

How We Manage Your Data

<p>How we use your information</p>	<p>Her Majesty's Passport Office is responsible for the issue of the UK passport and for administering the civil registration process in England and Wales including a publicly accessible central index of registration events.</p>	<p>We will process your data when you make or countersign an application, use civil registration services, contact us for information or use your passport.</p>	<p>We process your data to decide whether to issue, refuse or withdraw a product or service, to comply with our legal obligations or to carry out necessary tasks in the public interest.</p>	<p>We may contact you directly to request further information about your application, remind you that your passport is due to expire, or ask you about the services we provide.</p>
<p>How we share your information</p>	<p>We will only share data when it is legal to do so. We will retain your information only for as long as is necessary and will never share your data for marketing purposes.</p>	<p>You have the right to be told if we hold any personal information about you and if so to be given a copy. We may restrict the information we provide to you for the purposes of law enforcement.</p>	<p>We may pass your data to organisations in the UK and abroad. We may share data with business partners, other government departments, law enforcement agencies and local authorities to help fulfil their aims and objectives.</p>	<p>Your data may be checked against information from other organisations to prevent or detect crime. If you deliberately give untrue or misleading information to HM Passport Office you could be prosecuted.</p>
<p>More information</p>	<p>We will do our utmost to ensure we record accurately information provided on applications.</p>	<p>For more information on how we process your personal data please see HM Passport Office Privacy Information Notice on GOV.UK</p>	<p>For more information on how to contact us or register a complaint visit Her Majesty's Passport Office pages on GOV.UK</p>	<p>If you do not wish to be contacted for customer research purposes, please inform a member of staff.</p>

Privacy Information Notice

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Introduction

This policy explains your rights as an individual when using services provided by Her Majesty's Passport Office (HM Passport Office).

Who we are

HM Passport Office is part of The Home Office.

HM Passport Office is responsible for the services and issue of UK passports and for administering the civil registration process in England and Wales.

Your Personal Data

The personal information we hold about you is gathered when:

- You make an application for a passport.
- You corroborate an applicant's identity on a passport application.
- You attend a passport interview. You may be asked to attend an interview to confirm your identity. A digital audio recording of the interview will be retained for 28 days.
- We require further information from you or a third party to support your application for a passport.
- We receive information about your registration of a birth, death, marriage, civil partnership in England and Wales from local registrars or from the British authorities such as Armed Forces or a consul where the event is registered overseas.
- We receive information about a parental order, adoption or gender recognition certificate.
- You make an application for a certificate.
- We require further information from you in connection with a passport or registration event, for example, if you apply for a birth, marriage or death entry to be corrected.

This information will be used, as appropriate, to enable us to:

- Verify your identity and nationality in order to make a decision on your passport application and assist in its delivery
- Verify information about your passport or civil registration record once it has been made
- Create a central record of registration events and produce indexes to enable any member of the public to apply for and obtain copies of certificates
- Complete our response to any queries or comments you may have
- Improve our customer services
- Information will be recorded as part of dealing with any applications or queries you make – for example, case notes on how we make a decision on your passport application or whether to correct a civil registration record, or audio recordings of a call made to our call centre.

When using our online services, this sometimes involves placing small amounts of information on your device, for example, computer or mobile phone. These include small files known as cookies. They cannot be used to identify you personally. Our cookies policy provides more information:

<https://www.gov.uk/help/cookies>

What personal information is held on my passport?

Your passport will contain the following personal information:

- Passport number
- Surname
- First name(s)
- Date of birth
- Place of birth
- Gender
- Digitised image (photograph)
- Signature (if recorded digitally).

Your personal information and digitised image are located on the personal details page of the passport. The page is in two parts. The upper part is for visual inspection, while the lower part consists of two lines of print which can be read by special passport-reading equipment at immigration controls – it contains no additional information compared to what is listed on the page already. It simply repeats this information in a way that can be easily read by such equipment. Depending on how old your passport is, it will either contain a digitised image of your signature or you would have been required to sign your passport upon receipt.

In 2006, HM Passport Office introduced the e-passports, which include a chip. The chip stores your digitised image and the personal information printed on the personal details page of your passport, there is no personal information held on the chip that you cannot see already.

Once information has been placed on the chip, it cannot be amended. When the chip is being read by passport reading equipment, the information on the chip is protected against third parties reading the information from a distance (known as “eavesdropping” or “skimming”) by an advanced digital encryption technique.

What information is shown on a birth, death or marriage / civil partnership certificate and adoption?

The format of birth, marriage and death certificates has varied over the years and the content may differ depending on when the event was registered, but generally speaking will include the following information:

Birth:

- Registration district and sub district of birth
- Entry number, date and place of birth
- Name and surname
- Sex
- Name, surname and occupation of father/parent (if recorded)
- Name, surname and occupation of mother
- Usual address
- Name, surname and usual address of the informant (if not the mother or father/parent)
- Date of registration
- Name of registrar

Death:

- Registration district and sub district of death
- Entry number
- Sex, date and place of death
- Name, surname, maiden name (if applicable)
- Occupation and usual address of the deceased
- Date and place of birth of the deceased
- Name, surname and usual address of the informant
- Cause of death
- Date of registration
- Name of the registrar

Marriage:

- District of marriage
- Place of marriage
- Entry number
- Date of marriage
- Name and surname of parties to the marriage
- Date of birth, condition, and occupation
- Residence at the time of the marriage
- Name, surname and occupation of each party's mother/father/parent
- Signatures of both parties
- Name and surname of witnesses
- Signature of the person(s) who officiated at the marriage

Adoption:

- Entry number
- Date of birth

- Registration district and sub district of birth, or place and country of birth (if born abroad)
- Name and surname
- Sex
- Name and surname, address and occupation of the parent(s) of the adopted child
- Date of adoption order or date on which the adoption was effected
- Description of court by whom effected
- Date of entry
- Signature of officer deputed by Registrar General to attest the entry

Civil Partnership:

- Registration Authority where the civil partnership was registered
- Date and place of civil partnership registration
- Name and surname of civil partners
- Date of birth, condition and occupation of the civil partners
- Residence at the time of the civil partnership registration
- Name, surname and occupation of each civil partner's mother/father/parent
- Signatures of civil partners
- Name and surname of witnesses
- Signature of civil partnership registrar

Your rights in relation to the processing of your personal data

You have the right to be told if HM Passport Office holds any personal information about you. These are sometimes known as “subject access” rights.

The UK General Data Protection Regulation (UK GDPR) also gives you other rights about how your personal information is handled. We will help you exercise your data protection rights by complying with the UK GDPR, including meeting your rights to:

- Request a copy of the personal information we hold about you, subject to a number of exceptions under data protection and civil registration law.
- The personal information will be provided to you in a clear form.
- Make sure that the personal information we hold about you is accurate.
- Ask for a correction if necessary and where legislation allows.
- Expect that your personal information gathered during the passport process is never used for the purpose of direct marketing. Please note that civil registration records are records which the public have access to and it is a matter for any purchaser of that record to ensure that personal information is used lawfully.
- Expect processing of your personal information in a way that is likely to cause you damage or distress is prevented or ceased.
- Ask that a decision which would significantly affect you should not be taken by automatic means. HM Passport Office do not use automated decision making.

Making a request

You can submit requests in writing or verbally to any part of the organisation. If you would like to apply for a copy of your personal information in writing, we have developed a subject access request form for you to use. You do not have to use it in order to make a subject access request. However, it is a useful guide to help you provide all the information we need in order to deal with your application as quickly and smoothly as possible.

Download the [Subject access request form](#) here.

We will be happy to help you complete the request. The Citizens Advice Bureau may also be able to help.

To make a request in writing or verbally you should provide us with information to help find your records. At a minimum, this should include:

- Your name
- Your date of birth
- Your address
- Any previous name you were known by
- If applicable, your UK passport number, (if you have lost your passport, please try to provide us with an approximate date and place of issue).

You will need to provide us with a means of verifying your identity whether you submit a request in writing or verbally. The best way of doing this is to provide a copy of the personal details page of your passport. If you do not have a passport, we will accept a photocopy of your photo card driving licence or another form of official photo ID. Please see Contact Details for further information.

Please note that requests relating to immigration status or whether you hold British Citizenship will not be treated as a Subject Access Request under Article 15 of the UK GDPR following guidance from the Information Commissioners Office.

If you are living in the UK you can apply online for confirmation of immigration status or confirmation that you have not gained British Citizenship on the Gov.uk website:

[Nationality Services Base Product \(visas-immigration.service.gov.uk\)](https://visas-immigration.service.gov.uk)

You cannot use the online service if you live in the Channel Islands, on the Isle of Man or in a British Overseas Territory. If you cannot, or do not wish to use the online service or live outside the UK a postal application is available on the Gov.UK website: [Apply for proof that you do not have British citizenship \(form NQ\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/apply-for-proof-that-you-do-not-have-british-citizenship-form-nq)

Where your request applies solely to information about you contained as part of a civil registration record, such as your birth registration, you should make an application for a copy of the certificate by applying online through the GOV.UK website:

<https://www.gov.uk/order-copy-birth-death-marriage-certificate> or by contacting the Registration Office at the local authority for the area where the registration event occurred and the record is held.

Exemptions to the right to subject access

There may be some cases where we do not provide you with all the information we hold about you. This occurs when some specific exemptions within the UK General Data Protection Regulation and the Freedom of Information Act 2000 are used or in order to comply with civil registration law. For example, we are allowed to refuse requests where providing personal information would be likely to:

- Prejudice the prevention or detection of crime.
- Disclose personal information about another person.
- Disclose adoption records for those not yet 18 years old.
- Disclose information which relates to a person who has made an application under the Gender Recognition Act.

When we use an exemption set out in legislation, we will let you know about this in our response to your request. Consideration will be carried out in accordance with the Guides to Information provided by the Information Commissioner's Office.

Restrictions

HM Passport Office may restrict your right to information if doing so would be a necessary and proportionate measure to:

- avoid obstructing an official or legal inquiry, investigation or procedure.
- avoid prejudicing the prevention, detection, investigation or prosecution of criminal offences or the execution of criminal penalties.
- protect public security.
- protect national security; or
- protect the rights and freedoms of others.

In such circumstances HM Passport Office will notify you in writing of the following:

- what information has not been provided, and the reasons for this.
- your rights of complaint to the Information Commissioner, and to apply to a court.

This requirement to provide information about the exercise of the restriction does not apply if the Home Office decides this would undermine the purpose of applying the restriction. Because of the legal basis by which we process your data your right to data portability does not apply.

Rectification and Erasure of Data and Restriction of Processing.

HM Passport Office will do its utmost to ensure it records accurately the information provided on applications. If errors exist applicants can contact HM Passport Office to correct records. Evidence may be requested to support a request for change in order to reduce the risk of crime or fraud. HM Passport Office may refuse to amend records where sufficient evidence is not available or where a request is not within its legal jurisdiction.

The personal data collected from applications is used to administer existing services, such as confirming the validity of passports or protecting individuals against fraudulent applications submitted in their identity. The erasure or restricted processing of data collected would have a disproportionate impact upon the ability of HM Passport Office to carry out its core functions. Requests for restrictions of processing will be limited to requests to be excluded from market research.

Please see the Contact Details section of this document for information on opting out of market research.

Our Responsibilities

Our commitment to you

Our aim is to safeguard and manage your personal information and ensure that it is held safely and securely. This will ensure that we protect your personal identity and support the wider Home Office public protection agenda of combating fraud and identity theft.

We will do that by delivering policies and processes that meet the key values of:

Transparency: We will provide clear and accessible information about how and why we gather, use, retain and share personal information as well as making customers aware of how to exercise their rights to access or amend their information.

Trusted and Secure: We will ensure the security and accuracy of personal information, protecting it from loss or unauthorised disclosure. We will ensure that we manage this effectively, regularly monitoring and improving how our processes work. The overall security of processing is deemed sufficient to protect special category data including nationality, biometric (passport photos, etc) and children's data as described in Article 9 (2) (g) of UK GDPR.

Benefits to the Citizen: We will ensure that our management of personal information delivers benefits to the law-abiding citizen, either as an individual (e.g. by helping people travel abroad or access a service) or as a member of society (e.g. by helping protect the public). We will only share personal information with others when Ministers have agreed that such benefits exist in those circumstances, or where there is provision in law to provide access to information.

Proportionality: We will only gather personal information that is needed for carrying out our duties. We will not keep it for any longer than is necessary, ensuring that it is only seen by those who need it to do their jobs. We will only share information with others where the law allows this and we will provide the minimum amount of information needed to achieve the benefit

Value for Money: We will ensure that we manage our data in a cost-effective way to ensure we deliver value for money to those who pay fees for our services.

For more information visit: <https://www.gov.uk/government/organisations/hm-passport-office/about>

How we use the personal information you provide us

Personal data is processed lawfully under Article 6 (1) (c) and/or (e) of the UK GDPR. Article 6 (1) (c) relates to the lawful processing of personal data for compliance with legal obligations to which the data controller is subject. Article 6 (1) (e) relates to the lawful processing of personal data necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller. UK GDPR places restrictions on the processing of sensitive data known as Special Category Data. We will process Special Category data such as biometric, nationality and genetic data under Article 9 of UK GDPR. Biometric and nationality data is processed under UK GDPR Article 9 (2) (g) - substantial public interest. Where customers have decided to voluntarily submit evidence of genetic relationships in support of an application it will be processed with the explicit consent of all parties under Article 9 (2) (a) consent.

In addition, we may sometimes use the personal information we hold about you for a number of other purposes:

- **Customer Research:** You may be contacted about the services we offer and to get your opinion about how such services should be run in the future. You may be contacted by customer research companies appointed by HMPO to carry out surveys on our behalf.
- **Training and Assurance:** We may use your personal information when training our staff – primarily when training those conducting interviews or dealing with customers over the telephone. We will also review your personal information as a necessary part of conducting audits to ensure that our staff are carrying out their duties effectively and in accordance with the law.
- **Testing our systems:** We prefer to use “dummy” or anonymised data for testing our IT systems but exceptionally, we may need to use some of your personal information to assist in testing our systems effectively where no other reasonable alternative exists. In such circumstances, we ensure that the security and integrity of your data is never put at risk.
- **Statistical analysis:** In order to review the effectiveness of our services, we will collate information to measure and judge our performance. Wherever possible, we will use anonymised data to achieve this but some of your personal information may be involved in conducting such analysis where no reasonable alternative exists. The data provided in applications may also be used to identify fraud patterns and

develop fraud risk indicators. Passport photographs submitted with passport applications may be compared against other passport photographs to prevent and detect identity fraud and may be shared with other agencies to fulfil their aims and objectives where there is a legal gateway to do so.

- **Customer Service Messaging:** In some cases, we will send you a text, email or letter acknowledging receipt of an application, confirming successful completion of an application or to confirm an appointment, when you have provided us with a mobile telephone number or email address. We will also attempt to send you a text, email or letter to remind you when your passport is reaching the end of its validity.
- **Images in Publications and Projects:** Data subjects that volunteer or give permission to HM Passport Office to use their photographs in publications or projects will be asked for consent to use their image. Consent is provided under Article 6 (1) (a) of the UK General Data Protection Regulation and data subjects can withdraw consent at any time.

Information from third parties.

We will obtain personal data relating to British Citizenship applications collected by UK Visas and Immigration (UKVI). HM Passport Office will only retain the minimum information needed to process a passport application which may include a photo of the data subject. The data will be retained irrespective of the data subject submitting a passport application and may be used in the detection and prevention of crime.

We may request information from other sources when you have applied for a passport or contacted us about a registration event. We will do this in order to verify information or the authenticity of supporting documents provided by you. This includes:

- Contacting someone you have chosen to corroborate your identity
- Obtaining information from other government departments or a credit reference agency
- Contacting the issuer of a supporting document provided by you with your application to ensure that it is authentic – this applies to documents issued in the UK and overseas
- Other than the persons you have chosen to corroborate your identity, information from third parties will only be sought where there is legal power to do so or it is expressly to prevent or detect criminal activity.

Where is my personal data held and for how long?

Databases hosting passport and civil registration records are located in the UK. Passport application details submitted via online channels are processed within the EEA and held for 28 days after the application is passed for issue and then deleted from the online channel. Our IT systems are subject to security oversight and review in compliance with agreed Government standards. A record held in other formats such as paper or microfiche are similarly subject to oversight and review.

Where you have applied for a passport overseas, records of your application are held securely overseas by our commercial partner VFS Global and TLS contact or at consular

posts by the Foreign, Commonwealth and Development Office. In some circumstances, our market research partners may store information securely overseas when they are collecting information from participants. We tell participants when this is the case at the point of collection.

Where you have applied for a passport or a certificate, the information gathered will be destroyed at different times based on the information in question and how long it is necessary to keep it. For example: Personal information obtained from other organisations in order to verify information on a passport application or to support an interview will be deleted 28 days after a passport has been issued. Such information may be retained for longer where the application was refused or it is required for the purpose of the prevention or detection of crime. When you contact the HMPO Helpline (0300 222 0000, Textphone: 18001 0300 222 0222) your call will be recorded and stored for 6 months.

Information about passport deliveries are ordinarily retained for three months for UK deliveries and six months for overseas deliveries in order to address any subsequent queries from customers and to retain evidence of delivery or attempted delivery. Such information may be retained for longer where it is required for the purpose of the prevention or detection of crime.

We keep records of civil registration events indefinitely as a record to which the public has access. Records of what passports have been issued and the key information included on such passports are kept for 80 years.

We keep our retention periods under review and will update this section should we make changes.

For more information see [What to keep: Home Office guide to managing information.](#)

How is my information shared?

HM Passport Office may also share data with other government departments, law enforcement agencies and local authorities to help fulfill their aims and objectives.

A copy of any register entry will be provided by the Registrar General in accordance with the law to any applicant, provided they supply enough information to identify the entry concerned and pay the appropriate fee. The copy may only be issued in the form of a paper certified copy (a “certificate”). A PDF or digital image may also be obtained from the General Register Office for historical births (over 100 years old), and deaths registered up to 1957. An application for a certificate may also be made to the local office where the event was registered.

A central index of registration events is publicly available in order to help members of the public identify the registration record they might need. Information about the indexes can be found at [Research your family history using the General Register Office](#).

Civil registrations records are also shared for:

- Statistical or research purposes
- Administrative purposes by official bodies e.g. for ensuring records are up to date
- Fraud prevention or detection.

Life Events Verification (LEV) is a service that currently provides for the electronic verification of birth registration data to government departments. LEV will enable government departments, including HMRC and UKVI, to verify births, marriages and deaths registered in England and Wales after 2009 instead of checking a paper birth certificate.

A full list of the Registrar General's data sharing arrangements can be found at [Annex A](#)

Other services provided by HM Passport Office:

Passport Validation Service (PVS) to support the business community and government departments in preventing fraud and crime.

This includes:

- Law enforcement agencies to help prevent and detect crime
- For employment purposes in order to confirm the identity and immigration status of potential employees
- Facilitate passport and consular services overseas
- Financial services to prevent or detect fraud.
- Other government agencies to help fulfill their aims and objectives.

The PVS service may validate information provided by a PVS customer but will not provide your personal information. Law enforcement organisations, and other government departments may access the Data Verification Application (DVA) system records directly and may therefore have access to personal data. Data sharing will only take place where there is a lawful basis that permits the data sharing to occur.

Information transferred outside of the United Kingdom

For overseas applications, information regarding the delivery of your passport or certificate may be shared with DHL who provide a passport delivery services overseas. Your data may be stored outside of the United Kingdom by DHL but will be stored in a manner that meets HM Passport Office standards.

HM Passport Office may share information with overseas law enforcement agencies such as Interpol or Home Office staff overseas for the purpose of preventing, investigating and prosecuting crime and fraud overseas and in the UK.

VFS Global and TLS contact, The Foreign, Commonwealth and Development Office and FCDO Services receive and facilitate the processing of some British passport applications made overseas on our behalf.

HM Passport Office may contact applicants, or the persons you have chosen to corroborate your identity who may be located outside of the United Kingdom, directly by email, text, phone or post. HM Passport Office cannot assure the integrity of communications or IT systems which do not form part of HM Passport Office services or those of its business partners.

Third parties and business partners

Who has access to my personal information?

HM Passport Office does not share data unless it is lawful, proportionate and relevant to do so.

As part of our operational processes your personal information will only be available to those who have a need to see it in order to carry out their duties. We have put in place a range of policies, processes, and system controls in order to enforce this principle. Staff who have access to personal information are subject to pre employment vetting appropriate to their role and are subject to random audit and review.

A number of organisations are contracted by or subject to agreement with the Director General of HM Passport Office to deliver HM Passport Office services. To do this, they will often handle your personal data on our behalf and under our instructions. These organisations, as “data processors”, conduct the following work:

- **Sopra Steria:** Opening passport applications received in the post and recording their contents onto our passport application processing system; and writing to you if we need some additional information to support your application. Authenticating supporting documentation as part of the Scanning and Validation Service.
- **Iron Mountain:** In partnership with Sopra Steria to provide the Scanning and Validation Service. Storage and retrieval services for HMPO and Civil Registration Services.
- **DXC:** Developing and supporting our online application channel, passport application processing system, passport records database and supporting IT systems.
- **Thales:** Printing passports where an application has been approved by HM Passport Office.
- **FedEx:** Delivering passports and returning supporting documents in the UK and Civil Registration documents. FedEx are the data controllers for the customer data

they process on our behalf. FedEx may contact customers by email, text or phone call regarding the delivery of your passport.

- **DHL:** Delivering passports and returning supporting document to customers outside of the UK. DHL are the data controllers for the customer data they process on our behalf. DHL may contact customers by email, text or phone call regarding the delivery of your passport.
- **Amazon Web Services (AWS):** Storage of on-line passport application data.
- **Credit reference agencies:** Supporting identity verification.
- **VFS Global and TLS contact:** Provide passport application submission services, interview facilitation, DNA facilitation, and passport and document collection services overseas.
- **The Foreign, Commonwealth Development Office and FCDO Services:** Receive and facilitate processing of some British passport applications made overseas on our behalf.
- **Home Office Digital Data and Technology:** Host and maintain the computer systems used for the registration of births, deaths, marriages and civil partnerships and for online certificate ordering. Host and maintain computer systems in the UK for the storage of Digital Application Processing (DAP) applications
- **Post Office Ltd:** Providing the Check & Send service which helps customers submit applications to HM Passport Office.
- **Royal Mail:** Dispatch and delivery of Civil Registration documents and supporting passport documents where a secure delivery service has not been requested.
- **Teleperformance:** Answering initial customer enquiries at our contact centre located in the UK for the Passport Advice Line and sending letters to invite some applicants to an interview. Processing reports of passports which have been reported as lost or stolen
- **Church of England and other denominations relating to marriage ceremonies held in their buildings.**
- **Kainos, Equal Experts, ATOS, Automation Logic and BAE Systems** assist with software and programme development of HM Passport Office systems.
- **Top Level:** provision of appointment booking and queuing systems
- **IBM:** Support for biometric verification services.
- **WorldPay:** Accessed via GOV.UK Pay to process payments.
- **Worldreach:** Supporting the processing of passport applications from British Overseas Territories.
- **ESynergy and Cognizant:** Used to provide contractors for IT services. Private contractors may also be appointed independently.

Contact Details.

HM Passport Office is part of The Home Office.

The Home Office is the controller for passport data. The Office of the Data Protection Officer is responsible for data protection compliance within the Home Office and can be contacted at Office of the Data Protection Officer, Peel Building, 2 Marsham Street, London SW1P 4DF or Email: dpo@homeoffice.gov.uk.

The Home Office Personal Information Charter can be accessed on GOV.UK [HERE](#).

The Director General of HM Passport Office, Abi Tierney, is responsible for issuing passports on behalf of the Home Secretary under the powers of the Royal Prerogative.

The Registrar General, Abi Tierney, is also responsible for the registration of life events such as births, deaths, marriages and civil partnerships in accordance with the law¹. The service is delivered locally by registration officers and local authorities in England and Wales.

The Registrar General is the controller for civil registration data who can be contacted at General Register Office, Trafalgar Road, Southport, PR8 2HH. The Superintendent Registrar is also a controller for birth, death and marriage registrations and the local authority is a controller for civil partnership registrations held locally.

If you do not wish to be contacted for market research purposes you can contact customerinsight@hmpo.gov.uk asking to be opted out of market research. In your email you should provide the following information:

Title

Full Name

Address

Date of Birth

Email address

Contact details for making a subject access request:

Disclosure of Information Section

Her Majesty's Passport Office

Aragon Court

Northminster Road

Peterborough

PE1 1QG

Email: DPA.Queries@hmpo.gov.uk

If you are not satisfied by the service you have received from HM Passport Office or would like to discuss our response to a Data Subject rights request please contact:

Customer Service Management Team

HM Passport Office

PO Box 767

Southport

PR8 9PW

Email: feedback@hmpo.gov.uk

Other sources of advice and assistance

You also have the right to complain to the Information Commissioner's Office about the way we are handling your personal information. Further information and advice can be

¹ 1 The main legislation governing civil registration is the Births and Deaths Registration Act 1953, the Marriage Act 1949 and the Civil Partnership Act 2004

obtained from the Information Commissioner and the Citizens Advice Bureau, whose contact details are as follows:

The Office of the Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: ICO.org.uk

Citizen Advice Bureau:

To find your nearest Citizens Advice Bureau, go to the “Get advice” pages of the [Citizens Advice website](#)

Annex A.

List of personal data processing activities by the Registrar General

1. Collection of personal data

DATA PROVIDER	PURPOSE	INFORMATION	PERSONAL DATA	STATUTORY BASIS	LAWFUL BASIS (Under Article 6 UK GDPR)
Superintendent registrar	To compile and maintain a central record of birth registrations	Registration district and sub district of birth Entry number, date and place of birth Name and surname Sex Name, surname and occupation of father (if recorded) Name, surname and occupation of mother Usual address Name, surname and usual address of the informant (if not the mother or father) Date of registration Name of registrar	Yes	S27 Births and Deaths Registration Act 1953	6 (c) legal obligation The rights to object to processing of personal data or have personal data erased do not apply
Superintendent registrar	To compile and maintain a central record of death registrations	Registration district and sub district of death Entry number, date and place of death Name, surname, maiden name (if applicable) Sex Occupation and usual address of the deceased Date and place of birth of the deceased Name, surname and usual address of the informant Cause of death Date of registration Name of the registrar	Yes, in relation to informant's details	S27 Births and Deaths Registration Act 1953	6 (c) legal obligation The rights to object to processing of personal data or have personal data erased do not apply
Superintendent registrar	Statistical purposes	In relation to birth: Age of mother Age of father or parent (if registered) No. of previous children	Yes, as linked to registration record	S3 Population Statistics Act 1938	6 (c) legal obligation The rights to object to processing of personal data or have personal data erased do not apply

		<p>Date of marriage or civil partnership of parents (if appropriate)</p> <p>Whether the mother had any marriage or civil partnership before that date</p> <p>In relation to death:</p> <p>Condition of deceased (i.e. single, married, etc)</p> <p>Age of surviving spouse or civil partner (if any)</p>			
Superintendent registrar	Statistical purposes	<p>In relation to birth:</p> <p>Industry of employment and employment status</p> <p>In relation to death:</p> <p>Length of stay in a communal establishment</p> <p>Industry of employment and employment status of deceased</p>	Yes, as linked to registration record	No provision as collected voluntarily	<p>6 (e) public task</p> <p>The right to have personal data erased does not apply</p>
Superintendent registrar	To compile and maintain a central record of marriage registrations	<p>District of marriage</p> <p>Place of marriage</p> <p>Entry number</p> <p>Date of marriage</p> <p>Name and surname of parties to the marriage</p> <p>Age, condition, rank or profession</p> <p>Residence at the time of the marriage</p> <p>Name, surname and rank or profession of each party's father</p> <p>Signatures of both parties and their witnesses</p> <p>Name of the person(s) who conducted, and registered the marriage</p>	Yes	S58 Marriage Act 1949	<p>6 (c) legal obligation</p> <p>The rights to object to processing of personal data or have personal data erased do not apply</p>
Parties who have formed a civil partnership	To compile and main a central record of civil partnership registrations	<p>Registration Authority where the civil partnership was registered</p> <p>Date and place of civil partnership registration</p> <p>Name and surname of civil partners</p> <p>Date of birth, sex, condition and</p>	Yes	S30 Civil Partnership Act	<p>6 (c) legal obligation</p> <p>The rights to object to processing of personal data or have personal data erased do not apply</p>

		<p>occupation of the civil partners</p> <p>Residence at the time of the civil partnership registration</p> <p>Father's name, surname and occupation of each civil partner</p> <p>Mother's name, surname and occupation of each civil partner</p> <p>Signatures of civil partners</p> <p>Name and surname of witnesses</p> <p>Signature of civil partnership registrar</p>			
Adoption court orders from relevant courts in England and Wales and some overseas adoptions	To compile and maintain a central record of adoptions	<p>Entry number, date and place of birth</p> <p>Name and surname</p> <p>Sex</p> <p>Name, surname address and occupation of parents</p> <p>Date of adoption and name of court</p> <p>Date of entry</p> <p>Officer who attested the entry</p>	Yes	S77 Adoption and Children Act 2002	<p>6 (c) legal obligation</p> <p>The rights to object to processing of personal data or have personal data erased do not apply</p>
Registrar	To ensure the records are accurate.	Birth registration data for births in England and Wales along with the corresponding NHS number	Yes	S19AA Registration Service Act 1953	6(e) public task. The right to have personal data erased does not apply.

2. Sharing of registration information

RECIPIENT	PURPOSE	INFORMATION	PERSONAL DATA	STATUTORY PROVISION	LAWFUL BASIS (under Article 6 UK GDPR)
Applicant for a certificate	To obtain a certified copy of a birth, death, marriage, civil partnership or adoption entry	Where the applicant can identify the relevant entry and pay the fee, all the information in a birth, death or marriage entry; name, surname and date of birth for a short birth or adoption certificate; full details from a civil partnership entry where the applicant can provide the address of the civil partners; all information excluding address of the civil partners where the applicant cannot provide it.	Yes	S30 and 33 Births and Deaths Registration Act 1953 S65 Marriage Act 1949 Regulation 13 Civil Partnership (Registration provisions) Regulations 2005 S78 Adoption and Children Act 2002	6 (c) legal obligation The rights to object to processing of personal data or have personal data erased do not apply
Statistics Board (Office for National Statistics)	To support UK Statistics Authority requirement to produce statistical information	Birth, Death, Still-birth, Adoption, Marriage and Civil partnership registrations Any other birth or death information received by the RG (includes Birth, Still-birth, and Death confidential and voluntary statistical information)	Yes	S42 Statistics and Registration Service Act 2007	6 (e) public task The right to have personal data erased does not apply
Secretary of State for Health and Social Care	To assist the Secretary of State in the performance of functions in relation to health	Birth, Death and Adoption registrations. Any other birth and death information kept under legislation	Yes	S270 National Health Service Act 2006	6 (e) public task The right to have personal data erased does not apply
Welsh Ministers (for Health)	To assist Welsh Ministers in the performance of functions in relation to health	Birth, Death and Adoption registrations. Any other birth and death information kept under legislation	Yes	S.201 National Health Service (Wales) Act 2006	6 (e) public task The right to have personal data erased does not apply
Department for Education	For research purposes	For research purposes any information that relates to a person who was or may have been under 18 at the time of death	Yes, in relation to the parents of the deceased and the informant	S32 Children and Young Persons Act 2008	6 (e) public task The right to have personal data erased does not apply
Public sector agencies and law enforcement	For the prevention, detection, investigation and	Verification of birth, death and marriage registration information when requested	Yes	Schedule 6 Immigration Act 2014	6 (e) public task The right to have personal data

organisations	prosecution of offences				erased does not apply
Her Majesty's Passport office	To assist the Home Secretary in the performance of duties in connection with passport issue	Verification of information provided for the purposes of, or in connection with, an application for the issue of a passport, or determining whether to withdraw an individual's passport	Yes	S10 Identity Documents Act 2010	6 (e) public task The right to have personal data erased does not apply
Variety of Libraries and Records Offices	For the RG to provide an index of registration events	A microfiche subset of birth, death, marriages, civil partnership, adoption and overseas indexes	Yes	S30 Births and Deaths Registration Act 1953 S65 Marriage Act 1949 Regulation 13 Civil Partnership (Registration provisions) Regulations 2005 S78 Adoption and Children Act 2002	6 (c) legal obligation The rights to object to processing of personal data or have personal data erased do not apply
Adopted People	To enable adopted people to trace their original birth record	Information to allow them to purchase a certificate of original birth record	Yes	S79 and Schedule 2 Adoption and Children Act 2002	6 (c) legal obligation The rights to object to processing of personal data or have personal data erased do not apply
Adoption Agencies (Intermediary Agencies)	To enable adopted people to trace their original birth record and make contact with birth relatives	Information from the Adopted Children Register, Adoption Contact Register, court details and original birth details as required	Yes	Regulation 13 Adoption Information and Intermediary Services (Pre-Commencement Adoptions) and equivalent Welsh Regulations 2005. The Disclosure of Adoption Information (Post-Commencement Adoptions) Regulations 2005 Regulation 18 Access to Information (Post-Commencement Adoptions) (Wales) Regulations 2005	6 (c) legal obligation The rights to object to processing of personal data or have personal data erased do not apply
Adopted people and birth relatives	To facilitate contact between adopted people and birth relatives	Information from adopted people and their relatives which is necessary to complete an application	Yes	S80 Adoption and Children Act 2002	6 (c) legal obligation The rights to object to processing of personal data or

		for the Adoption Contact Register			have personal data erased do not apply
Other government departments	To enable the recipient to exercise one or more of its functions	Birth, Death, Marriage and Civil partnership registrations	Yes	S19AA Registration Service Act 1953	6(e) public task. The right to have personal data erased does not apply.