

## York Register Office privacy notice

York Register Office complies with the Data Protection Act 1998 and is a registered 'Data Controller'. Our data protection notification is registered with the Information Commissioner's Office (ICO) – reference **Z7700853**

Personal information which you are required by law to provide for a registration will be kept by the relevant local registration officer at York Register Office. The local registration officer to whom you supply information will also send a copy of this information to the General Register Office (GRO) for England and Wales so that a central record of all registrations can be maintained.

A copy of any register entry will be provided to any applicant, provided that 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"). An application for a certificate may be made to either us at York Register Office or to the GRO.

The GRO makes indexes, for the central record of registrations, publicly available in order to help members of the public identify the registration they might need. York Register Office also makes a local index available for this purpose.

York Register Office may also choose to make the information contained within local indexes available on line. This will be done in order to help members of the public identify the registration they might need. Any information placed on line will be done in manner which is compliant with the Data Protection and Human Rights Act and any successor legislation.

Additionally, confidential information for statistical purposes which you are required by law to give to the local registration officer, and other information provided voluntarily, will be passed to the UK Statistics Authority for the preparation and supply of statistics.

As well as providing certificates, local registration officers and the GRO where it is permitted under the Data Protection Act 1998, may make registration information available to other council departments or services, and other organisations, for the following purposes:

1. Statistical or research purposes
2. Administrative purposes by official bodies e.g. ensuring their records are up-to-date
3. Fraud prevention or detection, immigration and passport purposes

York Register Office may be required or permitted, under the Data Protection Act 1998 to disclose your personal information without your explicit consent, e.g. if we have a legal obligation to do so, such as law enforcement, regulation and licensing, criminal prosecutions and court proceedings.

At a death registration appointment, York Register Office will offer you the option to use Tell Us Once. This is a free government initiative which aims to ease the burden of notifying local and central government departments that someone has died. If you accept, we will trigger the notification for you, so that you can complete the process either online or telephone.

Staff at York Register Office will be able to provide further information on data held by the registration service.

For further information on data held by the Registrar General visit:

<https://www.gov.uk/government/publications/ips-privacy-policy>

For information on how the City Of York Council uses your information visit:

<https://www.york.gov.uk/privacy>

For information on the City Of York Council's cookies policy visit:

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

You can contact the Superintendent Registrar at York Register Office [Amanda.sykes@york.gov.uk](mailto:Amanda.sykes@york.gov.uk) Tel: 01904 654477

# Tell Us Once

## Death registration appointments

Tell Us Once is a free government initiative which aims to ease the burden of notifying local and central government departments that someone has died.

At a death registration appointment you will be offered the option to use the service. If you accept you will be able to telephone a freephone number or visit a website to inform many government departments that someone has died.

You will need to be the next of kin or the person dealing with the deceased's estate to use the service, or have their permission to do so.

## How much does the service cost?

There is no charge for using the Tell Us Once service.

## Who will be notified?

You can notify central and local government departments and services, including:

- Housing benefit office
- Council tax benefit office
- Libraries
- Blue badges
- Adult and children's services
- Council housing
- Department for Work and Pensions
- HM Revenue and Customs
- Identity and passport service
- Driver and Vehicle Licensing Agency
- Ministry of Defence, service personnel and the Veteran's Agency

## What documents will I need to use the service?

- The deceased's National Insurance number
- The National Insurance Number of the deceased's surviving husband, wife or civil partner
- The next of kin's name, address and telephone number
- Information about any benefits and services the deceased may have been receiving, e.g. state pension, income support, housing benefit, library card, blue badge
- The name and address of the person dealing with the deceased's estate
- Driving licence (if held)
- Passport (if held)
- Blue badge (if held)

We also require the name, address and telephone number of the following:

- Surviving husband, wife or civil partner
- Next of kin (if different)
- Person dealing with the deceased's estate, i.e. solicitors

## I can't find all the documents I need. Does this mean I can't use the service?

The registrar will give you a unique reference number, the web address to use or telephone number to call, Tell Us Once staff will assist you.

## How will I know who has been told?

The Tell Us Once team will confirm all of the agencies to you,

## I am not sure if I want to use the service. Can I use it later if I change my mind?

Yes. We will record the deceased's details on the Tell Us Once system at your appointment. This means you can use the service at a later date. Initial details to be recorded on the Tell Us Once system must be done by the registration officer at your appointment because we are not able to do it at a later stage. You have 28 days from the date the record was created on the Tell Us Once system to contact the Department for Work and Pensions.

But don't worry, if the deceased's details have been recorded on the system and you never use the service; the information will not be shared with anyone and is deleted after 28 days.

**What happens to my information?**

The information you give us is treated in strict confidence. The organisations contacted will use the information to update records and end services, benefits and credits as appropriate.

Information will only be used as the law allows and will not be given to any department or organisation unless you have given your consent for it to be contacted.