



# Privacy Policy of Digidentity Identity Services

Version 1.3

Last update: 10 January 2018

## Purpose of the Policy

This Privacy Policy, together with the Terms and Conditions, describes how we protect your privacy and how we use information about you when providing the Identity Service to you.

At the core of our service is the belief that your data belongs to you and to you alone. We only use your data to verify your identity. We do not share your data with 3rd parties, we do not allow anyone else to use or access your data outside the purposes for delivering the Identity Service to you

Any data we are in possession of about you is protected and handled in accordance with:

- Dutch Personal Data Protection Act, registration number 1451668
- The Data Protection Act 1998 (UK)

Digidentity are committed to protecting and respecting your privacy. This Policy sets out how we both use and protect the personal information that you provide to us when you use the Digidentity Services. Dutch Personal Data Protection Act, registered under number 1451668.

## What information we collect

To provide the Digidentity service we will need to collect information from you for the purposes of registration and continued use of the services. We will seek your consent to the collection and processing of your personal information at the time of collection.

We only collect and process data that is needed to verify your identity and provide you with our identity service. This includes but is not limited to:

- Name, forename and middle name
- Title
- Gender
- Date of birth
- Current and previous addresses
- Telephone numbers
- E-mail addresses
- Passport Number
- Driving Licence number
- Credit Card number (only the last four numbers are kept)
- Photos of you that you provide in our app ('Selfie')



## What we do with the information we collect

We collect information from you to provide the Digidentity service you have requested, and in particular to:

- Verify your identity against publically available data sources including your financial history. Your financial history is obtained from our credit reference agency, who may place a record of this check on your credit file, known as a 'soft marker'. This will not affect your credit status or ability to obtain credit in the future.
- Verify your Identity by checking your documentation with the GOV.UK Document Checking Service, which can verify information against government data sources including information held by the Driver and Vehicle Licensing Agency (DVLA) and HM Passport Office.
- Verify your Photo with our partner who will verify your picture against other relevant documentation.
- Check the bank details you have provided are valid by making a zero-value payment to your bank account via our Payment Service Provider.
- Enable us to contact you by means such as SMS, E-Mail etc.
- Help us respond to your Technical or Service queries.

In each instance we will seek your consent to this sharing of your personal information.

## Who we share information with

The data you provide to us will not be disclosed to organizations other than to the suppliers that we work with to deliver the service to you.

We may disclose your personal data where we have your permission or where we are under a duty to share your personal information in order to comply with any legal obligations.

## How you can access or amend the information we hold about you

You may request details of personal information we hold about you in accordance with the Data Protection Act (1998). To do so, or if you think the information we hold about you is incomplete or incorrect or you wish to have your account removed, please contact us at:

Digidentity BV | Postbus 19148 | 2500 CC 's-Gravenhage | Nederland

Telephone (0)887 78 78 78 | E-mail [info@digidentity.eu](mailto:info@digidentity.eu) | Web [www.digidentity.eu](http://www.digidentity.eu)

Don't forget to mention in your mail that this is about an information request.



If the information we hold about you is inaccurate, you can also access and update it at any time by logging on to the Digidentity website [www.digidentity.co.uk](http://www.digidentity.co.uk) and updating your profile.

Your data is only processed for as long as you have an active account with Digidentity, and only for the purposes described in this Privacy Policy and in accordance with the relevant laws. If you request that your account is removed, there will be a 3 hour 'cool down period'. If your account is not re-activated within 3 hours, it will be closed and therefore inaccessible which may impact your ability to access other services which require your identity to be verified.

Your information will be encrypted and stored in accordance with legal requirements for a period of 7 years for audit purposes. After 7 years the data is permanently removed from our systems.

### **How we protect your data**

We operate an extensive security policy to ensure that all reasonable efforts are made to ensure the personal information collected by the service is made available to you, remains confidential, and is protected from disclosure or unauthorized amendment.

Where we send data to third parties to help us provide the service to you, we will provide those third parties with only the information they need to deliver the service. Those Third Parties are prohibited from using this information for any other purpose than stated in this Policy.

### **How we use cookies**

We use cookies to help us deliver an effective online service. Cookies are files that store information on your hard drive or your browser. These cookies mean that the Website can recognize that you have previously visited the Website. This allows you to maintain your preferences on the Website and for us to measure the usability of the Website.

You can, should you wish, disable the cookies from your browser and delete all the cookies currently stored on your computer. However, by deleting the cookies you may find you are prevented from taking full advantage of the Website. You can find out how to delete cookies for your browser by clicking 'help' on your browser's menu.

Where we use third parties to deliver a service on our behalf, please visit their website to obtain further information regarding their use of cookies.

We use only session cookies to help identify your computer so we can improve the website's usability, analyze the use of the website, prevent fraud and improve the security of the website.

We use Google Analytics with anonymous IP to analyze and create reports about the use of our website. We don't use third party cookies for any commercial purposes.



## How to contact us

If you have any questions regarding this Policy or would like any further information regarding how your information is used or shared please contact Digidentity either by writing to us at:

Digidentity BV | Postbus 19148 | 2500 CC 's-Gravenhage | Nederland

Telephone (0)887 78 78 78 | E-mail [info@digidentity.eu](mailto:info@digidentity.eu) | Web [www.digidentity.eu](http://www.digidentity.eu)

Don't forget to mention in your mail that this is about an information request.

## Changes to this privacy policy

Our Privacy Policy may require updates from time to time. Any changes we may make to our Privacy Policy in the future will be published on our website [www.digidentity.co.uk](http://www.digidentity.co.uk). In addition, registered users will receive an email to inform them of changes.