

Gloucestershire Registration Service Privacy Notice

Privacy Notice

Gloucestershire County Council [the council] is the data controller for the personal information we collect from you. All information processed by the council is covered by our [Data Protection Policy](#). For an overview of how the council will use your personal data please visit our [privacy notice pages](#).

This privacy notice is designed to help you understand how we use personal information when delivering our services. The details below will outline

- Why we collect and use your information;
- Where we get your data from and who we will share it with;
- What gives us the right to use your information;
- How long we will keep your information; and
- Your rights.

1: Who do we collect personal data about

- People who request a service, book an appointment or book a ceremony with us
- People who are the subject of the registration appointment or certificate request
- People who register for online accounts on our websites
- People who register for and receive services from us
- People who contact us with a query, complaint or feedback
- People who make comments about the services we provide or actions we take as a county council
- People who have been referred to us from other organisations or commissioned providers

2: Why we collect and use your information

Gloucestershire County Council's registration service collects your data to:

- Register births, deaths, marriages, and civil partnerships
- Issue certified copies of entries (certificates)
- Conduct citizenship ceremonies
- Prevent and detect fraud

- Fulfil legal duties set by the Registrar General
- Maintain statutory records
- Provide booking and payment services
- Conduct statutory checks prior to marriage/civil partnership

The table below outlines:

- What we use your information for;
- What gives us the right to use your data - the legal basis;
- Details of the legal conditions; and

Our reasons for using your data.

Personal and Special Category Data

The use	The right (lawful basis) for using your data			The reasons why we need to use your data
	Personal data (Article 6 GDPR)	Special category data (Article 9 GDPR)	Special category data (DPA 2018)	
To complete a birth registration (including still birth)	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	S1 Births and Deaths Registration Act 1953 Regulation 7 Registration of Births and Deaths 1987
To complete a death registration including neonatal death	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	S1 Births and Deaths Registration Act 1953
To complete a Marriage Notice	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	S27 Marriage Act 1949 Regulation 4 Registration of Marriage Regulations 2015
To book and arrange a legal Marriage Ceremony	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of	Part 2(6)(2)(a) – the exercise of a function	S53 Marriage Act 1949 Regulation 12 Registration of Marriage

		substantial public interest	conferred on a person by an enactment	Regulations 2015
To complete a Civil Partnership Notice	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	S8 Civil Partnership Act 2004 Regulation 3 Civil Partnership (Registration Provisions) Regulations 2005
To book and arrange a legal Civil Partnership Ceremony	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	S2 Civil Partnership Act 2004 Regulation 11 Civil Partnership (Registration Provisions) Regulations 2005
To support UK Statistics Authority requirement to produce statistical information	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	Regulation 11 The Registration of Births Deaths and Marriages Regulations 1968, S1 Population Statistics Act 1938
To ensure birth and death records are accurate, to investigate fraud and to ensure data is held in format that can be used by public sector bodies.	Article 6 1(e) Public Task	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	S26 Births and Deaths Registration Act 1953 S57 Marriage Act 1949 S2 Civil Partnership Act
To certify registration records including re-registrations	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	S26 Births and Deaths Registration Act 1953 S57 Marriage Act 1949 S2 Civil Partnership Act
To request a Copy record certificate	6 (c) Legal Obligation	9(20)(g) Processing is necessary for	Part 2(6)(2)(a) – the exercise	S26 Births and Deaths Registration Act

		reasons of substantial public interest	of a function conferred on a person by an enactment	1953 S2 Civil Partnership Act 2004 Regulation 11 Civil Partnership (Registration Provisions) Regulations 2005
To book and arrange a non-statutory Ceremony e.g. Baby Naming	6 1(b) For Performance of a Contract			The Customer has chosen a celebratory service
To book attendance at a Citizenship Ceremony, including group or private ceremonies	6 (c) Legal Obligation	9(20)(g) Processing is necessary for reasons of substantial public interest	Part 2(6)(2)(a) – the exercise of a function conferred on a person by an enactment	Nationality, Immigration and Asylum Act 2002, British Nationality (General) Regulations 2003 (SI 2003/548), as amended by the British Nationality (General) (Amendment) Regulations 2003 (SI 2003/3158),

For further information on how we process special category information please see our [Special Category Data Policy](#) .

3: What information we collect about you

Gloucestershire County Council will collect personal information that we need to perform our functions. We will collect:

- (Name)
- (Address)
- Email address
- Title
- District of Residence
- Gender

- Date of Birth
- GP Practice
- Family, lifestyle or social circumstances
- Telephone number
- Nationality
- Immigration Status
- Marital Status

4. Where we get your data from and who we share it with

The personal information we collect, use and share comes from a variety of sources. We also sometimes need to share your personal information with other people and organisations, for example to provide you with a service to meet your needs. **Our sources and recipients of personal data are:**

Sources:

- *qualified informants (birth and death registrations), parties to a marriage or civil partnership*
- *Medical examiners (medical certification for deaths) and coroners (death registrations)*
- *Church of England Churches*
- *other public bodies where the law allows or requires it (NHS Birth Notification for birth registrations)*
- *Directly from you*

Recipients

- *the General Register Office (to maintain a central record of all registrations)*
- *official bodies for statistical and research purposes*
- *other public authorities for administrative purposes (for example, keeping their records up to date)*
- *organisations involved in fraud prevention or detection, immigration and passport functions*
- *applicants for certificates (where the law permits a certified copy to be issued)*

Your personal data may also be used by the council or shared with regulatory and statutory bodies, to assess council performance and financial spend, as well as where required by law, such as to prevent and detect crime or fraudulent activity.

We also use your personal information to assess whether our services are making a difference, to develop and improve services, measure how well the council as a whole is doing and administer and protect public funds

Gloucestershire County Council uses third party suppliers to provide Information Technology and Communications solutions, support and hosting services. These organisations may process your personal data only where it is necessary as part of the service they provide. These organisations are contractually obliged to handle and protect your data in line with data protection legislation and council policies.

5. How long we keep your information for

Registration information is retained indefinitely as required by law. This is the information you provide as part of your registration appointment.

Other personal information related to your request or booking is retained by Gloucestershire County Council in line with our Retention Schedules or as long as we are legally required to.

We may keep your information for longer than is stated in certain circumstances such as if you have an open complaint about the services received, for evidence to defend a legal claim or if we are required to by law.

To find further information on how long we keep your information, you can read our retention and disposal schedule at www.gloucestershire.gov.uk/retention.

6. How to contact us

Please contact us if you have any questions about this privacy notice:

By email: chelt.nom@gloucestershire.gov.uk

In writing: Gloucestershire Register Office, St George's Road, Cheltenham GL50 3EW.

By telephone to the Nominated Officer at Gloucestershire Registration Service: 01242 532434.

7. Your rights

The below information will outline the rights you have that are applicable to this particular use of your information, briefly explain what they mean and tell you what to do if you want to use your rights.

Applicable Data Subject Rights by Lawful Basis					
	Right to withdraw consent	Right of Access	Correction of inaccurate information	Right to be forgotten	Right to object
Legal Obligation	✗	✓	✓	✓	✗
Public Task	✗	✓	✓	✗	✓

You can visit our website for more details about your [information rights](#).

Corrections for a Register Entry:

There is a statutory, non-refundable fee for us to consider an application for a correction to a register entry. In certain circumstances you have the right to object to the processing of your personal information. Your information will not be subjected to automated decision-making.

8. Using your rights

If you wish to use any of your rights, detailed in section 6, please contact us using one of the methods below:

Online at [your information rights](#)

Email to Managemyrequests@gloucestershire.gov.uk

In Writing to

Information Management Service
Gloucestershire County Council
First Floor, Block 4(a)
Shire Hall, Westgate Street
Gloucester
GL1 2TG

You can contact the council's Data Protection Officer, via the Information Management Service, by emailing dpo@gloucestershire.gov.uk or by calling 01452 32 4000.

Making a complaint to the Information Commissioner

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.

9. Document Information

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