

PRIVACY NOTICE Civilian Registration and National Identity Card Services

Controller: Department of Immigration and Home Affairs (DIHA)

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1. Introduction

This privacy notice explains how the Department of Immigration and Home Affairs ("DIHA", "we", "us" or "our") collects, uses, stores and shares your personal data when we perform our statutory function to maintain the Register of Civilians, including electronic identity (eID) information, and process the issuing of ID Cards and Civilian Registration Cards. It also explains the use of the eID Platform and who we share information with.

We are committed to protecting your personal data and process it in accordance with the Gibraltar GDPR and the Data Protection Act 2004 ("DPA 2004").

2. Who We Are

DIHA is responsible for making all such arrangements and doing all such things as are necessary for the maintenance of the Register of Civilians. This includes the issue of identity cards and civilian registration cards.

For the purposes of data protection law, DIHA is the data controller. This means we determine the purposes for which, and the manner in which, your personal data is processed.

3. What Personal Data We Collect

When you register as a civilian in Gibraltar or apply for an identity card or civilian registration card, we collect and process different categories of personal data, including:

3.1 Application Information

Details about your application, including the type and reason for your application.

3.2 Personal Details

Your identity information including your name, date of birth, place of birth, nationality, height and eye colour, photograph and signature.

3.3 Contact and Address Information

Your address in Gibraltar, accommodation type and contact details.

3.4 Family Information

Details of parents or legal guardians (for applicants under 15) and spouse or civil partner details where applicable.

3.5 Status and Employment Information

Your status in Gibraltar, occupation and employer details.

3.6 Immigration Status Information

Your current immigration status, relevant permit or residence document details, date of first entry into Gibraltar and history of absences.

For more details on the information we collect, please refer to the relevant application forms available from our offices or online via <https://www.gibraltar.gov.gi/department-of-inmigration-and-home-affairs/id-cards-civilian-registration-cards> website.

3.7 eID Platform Information

Once your application is successfully processed, we record the following information on our eID Platform:

(a) ID Card Number; (b) Card State (c) Card Type (d) Issue Date (e) Expiry Date (f) Photograph (g) Personal Number (h) Full name (i) Gender (j) Date and place of Birth (k) Nationality (l) Eye Colour (m) Height (n) Address (o) Signature

(together "eID Platform Information")

We also keep a record of the following information:

- contact information including email and telephone number
- date of death (if applicable)
- change of nationality including date nationality granted
- record of residency status granted with relevant date of grant
- information on spouses where necessary for registration of dependant status
- parental contact details for applications for minors (under 15s)

3.8 Special Categories of Personal Data and Criminal Offence Data

We do not collect special categories of personal data (such as data revealing racial or ethnic origin, political opinions, religious beliefs, health data or sexual orientation) when you apply for registration as a civilian or identity card.

However, where relevant to your application, we may process personal data relating to criminal convictions and offences or related security measures. Such information is used to consider your application, and is not shared or stored via the eID Platform.

Lawful Basis for Processing Criminal Convictions Data: Article 10 of the Gibraltar GDPR permits the processing of personal data relating to criminal convictions and offences where authorised by Gibraltar law.

Legal Gateway: Paragraph 6, Schedule 1, Part 1 of the DPA 2004 (statutory and government purposes).

4. How We Collect Your Personal Data

We collect your personal data directly from you when you:

- Make an application for registration as a civilian in Gibraltar
- Apply for the issue or renewal of an identity card or civilian registration card
- Notify us of a change of particulars affecting your registration
- Report a lost, stolen, damaged or defaced card

Failure to provide us with the information we need prevents us from completing your application and may amount to an offence.

5. Purposes of Processing and Lawful Bases

5.1 Maintenance of the Register and Issuance of Cards

Purpose: To maintain the Register of Civilians and issue identity cards and civilian registration cards as required under the Civilian Registration Act and subsidiary legislation.

Lawful Basis: Article 6(1)(e) of the Gibraltar GDPR - the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in DIHA as Registration Officer.

Legal Gateway: Section 4 of the Civilians Registration Act (appointment and duties of Registration Officer) and the Electronic Identity Card Regulations 2015.

5.2 Provision of Electronic Services

Purpose: To enable you to access government electronic services where available using your card and PIN, and to create and verify advanced electronic signatures.

Lawful Basis: Article 6(1)(e) of the Gibraltar GDPR - the processing is necessary for the performance of a task carried out in the public interest.

Legal Gateway: Regulation 8 of the Electronic Identity Card Regulations 2015 (electronic services and advanced electronic signatures).

5.3 The eID Platform

The eID Platform is an electronic database operated by DIHA which holds your eID Platform Information. It enables authorised data recipients to electronically access this information for their own verification and retrieval purposes.

Authorised data recipients (see paragraph 6) may use the eID Platform to verify personal information you have provided to them against the authoritative records we maintain, or to retrieve personal information where such information is required for the discharge of their statutory functions or legal obligations.

The eID Platform data is hosted in Gibraltar.

5.4 Data Sharing via the eID Platform

Purpose: To disclose your personal data to authorised public authorities and bodies via the eID Platform for the purposes of:

- Confirming your identity and address
- Verifying your residency status, nationality or eligibility for services, benefits, permits, licences or registration
- Verifying the validity and status of your ID card
- Locating your address or other personal details in emergency situations
- Enabling compliance with legal obligations relating to customer due diligence and prevention of financial crime
- Supporting law enforcement activities including the prevention, investigation, detection or prosecution of criminal offences
- Immigration control and safeguarding public security
- Financial intelligence functions
- Supporting the administration of justice, including the compilation of jury lists

Lawful Basis: Article 6(1)(e) of the Gibraltar GDPR - the processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority.

Legal Gateways:

- Section 8(2)(a) of the Civilians Registration Act (authorisation by the Registration Officer)
- Sections 4, 5 and/or 6 of the Data Sharing (Public Authorities) Act 2021

6. Who We Share Your Personal Data With

6.1 Data Sharing Arrangements

We share your personal data through the eID Platform with the categories of recipients listed in the tables below pursuant to a Data Sharing Agreement we have entered with them (the Data Sharing Agreement).

The Data Sharing Agreement is a formal contract that governs how, when and for what purposes authorised recipients may access your data and the safeguards they must comply with:

Public Authorities Undertaking Ordinary Processing

Recipient	Purpose of Sharing
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Treasury Department - Central Arrears Unit	Verification of debtor identity to ensure enforcement action is correctly targeted and to avoid wrongful recovery of debts
Treasury Department - Pensions Section	Confirmation of identity of employees, pensioners and beneficiaries for pension administration; fraud prevention; accuracy of records
Treasury Department - Payroll	Confirmation of employee identity for payroll processing; fraud prevention
Treasury Department - Official Receiver	Identity verification for functions relating to insolvency, bankruptcy and enforcement of court-ordered recoveries
Gibraltar Fire and Rescue Service	Location of residency of emergency callers when address is not provided, to enable attendance at emergencies to protect life and property
Department of Social Security	Verification of identity for payment of government benefits and grants
Department of Employment	Verification of residency status and documents in connection with employment permits
Department of Education	Verification of Gibraltar residency status to provide free education to Gibraltar residents
Income Tax Office	Verification of identity before exercising information powers or making tax assessments
Gibraltar Parliament	Verification of information provided by applicants wishing to register on the register of electors
Department of Business (Office of Fair Trading)	Verification of identity and residency status for business licences and registrations
Gibraltar Health Authority	Verification of identity and residency of individuals wishing to register for the Medical Group Practice Scheme; fraud prevention

Driver and Vehicle Licensing Department	Verification of proof of residency and age in connection with driving tests, licence applications and CBT training
Royal Gibraltar Post Office	Verification of addressee details where packages and letters are incorrectly addressed, to ensure proper delivery in accordance with universal service obligations
Gibraltar Savings Bank	Customer due diligence and prevention of financial crime; verification of customer identity for anti-money laundering compliance
The Minister for Housing and the University of Gibraltar (as Housing Authority)	Management and allocation of public housing; identity and eligibility verification; fraud prevention; identification of anti-social behaviour and safeguarding
Principal Housing Officer (as designated Housing Authority)	Management and allocation of public housing; identity and eligibility verification; fraud prevention; identification of anti-social behaviour and safeguarding
Principal Housing Officer (in own statutory capacity)	Verification of identity of persons subject to investigation under the Housing Act; verification of identity of tenants in connection with tenancy management obligations including enforcement and recovery of rent arrears and safeguarding

Note: Gibraltar Savings Bank processes your data under Article 6(1)(c) of the Gibraltar GDPR (compliance with a legal obligation under the Proceeds of Crime Act 2015 and related AML regulations).

Competent Authorities Undertaking Law Enforcement Processing

Recipient	Purpose of Sharing
Royal Gibraltar Police	Prevention, investigation, detection or prosecution of criminal offences; execution of criminal penalties; safeguarding against threats to public security

Borders and Coastguard Agency	Immigration functions including verification of individuals with lost or stolen documentation; facilitating travel for incapacitated patients
HM Customs Gibraltar	Law enforcement functions
Gibraltar Financial Intelligence Unit (GFIU)	Verification of identities in Suspicious Activity Reports; detection of false or duplicate identities associated with financial crime; intelligence functions relating to money laundering, terrorist financing and proliferation financing
Gambling Commissioner	Verification of identity of individuals in connection with the prevention, investigation, detection and prosecution of criminal offences under the Gambling Act 2005; investigations to determine suitability of licence holders and executive managers; support for enforcement action including search and seizure powers
Department of Environment (Litter Authority)	Identification of individuals committing offences under the Litter Control Act 1990 for the purposes of issuing fixed penalty notices or instigating criminal proceedings

Note: Law enforcement recipients process your data under Part III of the DPA 2004 (section 40).

Other Public Authorities

Recipient	Purpose of Sharing
Gibraltar Court Services	Every two years, DIHA shares a list of Gibraltar residents with Gibraltar Court Services for the compilation of the Jury List as required under the Supreme Court Act

Note: Gibraltar Court Services processes your data under Article 6(1)(e) of the Gibraltar GDPR (performance of a task carried out in the public interest or in the exercise of official authority vested in the Courts for the administration of justice).

6.2 Recipients as Independent Controllers

Once your personal data is disclosed to the recipients listed above through the eID Platform, each recipient becomes an independent data controller in respect of that data for their own processing purposes. This means they are responsible for ensuring their processing of your data complies with data protection law.

For information about how each recipient will use your personal data, including their lawful basis, retention periods and your rights in relation to their processing, you should consult that recipient's own privacy notice.

DIHA is not responsible for the recipients' processing of your personal data once it has been lawfully disclosed in accordance with this notice and the Data Sharing Agreement.

6.3 Additional Recipients

Additional recipients may be added to the Data Sharing Agreement from time to time by executing a Deed of Adherence. This privacy notice will be updated to reflect any such additions.

6.4 Other Disclosures

We may also disclose your personal data generally:

- To any person authorised by the Registration Officer under section 8(2)(a)(ii) of the Civil Registrations Act and for the purpose of any criminal proceedings under section 8(2)(b)(i).
- To the courts of Gibraltar in connection with legal proceedings
- To the Information Commissioner in response to enquiries or complaints
- As otherwise required or permitted by law.

7. International Transfers

Your personal data is primarily processed within Gibraltar on government networks. The eID Platform data is hosted in Gibraltar.

In limited circumstances, your personal data may be transferred outside Gibraltar. Any such transfers will comply with the requirements of Chapter V of the Gibraltar GDPR (for ordinary processing) or Chapter 5 (sections 82-87) of the DPA 2004 (for law enforcement processing), ensuring an adequate level of protection for your personal data.

For more information on international data transfers, please contact us using the details below in paragraph 11.

8. How We Protect Your Personal Data

We take the security of your personal data seriously. We implement appropriate technical and organisational measures to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage.

These measures are regularly reviewed to ensure they remain effective and appropriate to the nature and sensitivity of the data we process.

9. How Long We Keep Your Personal Data

DIHA retains personal data only for as long as is necessary to fulfil the purposes for which it was collected and to comply with our legal obligations.

In determining appropriate retention periods, we consider the nature and sensitivity of the data, the purposes for which it is processed, and any applicable legal requirements.

Where personal data is retained for archiving purposes in the public interest, DIHA relies on Article 5(1)(e) of the Gibraltar GDPR, which permits the storage of personal data for longer periods insofar as the data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes, subject to the implementation of appropriate technical and organisational safeguards.

The civilian register and ID Card information constitutes an important historical and administrative record, and its preservation serves the public interest by enabling verification of identity and maintaining the integrity of Gibraltar's official records.

If you have specific questions regarding the retention period applicable to your personal data, please contact us using the details below.

9.3 Data Shared via the eID Platform

Data Receivers may access your data on a transient basis for verification purposes without retention. Where Data Receivers retain your personal data, they must:

- Not retain it longer than necessary for purposes the information was obtained
- Comply with any applicable statutory or regulatory retention periods
- Securely delete the data when retention is no longer required

9.4 Query Logs

Records of queries made to the eID Platform (including the identity of the staff member, date/time and purpose) are retained by Data Receivers for a minimum of six years.

10. Your Rights

Under the Gibraltar GDPR, you have the following rights in relation to your personal data:

10.1 Right of Access

You have the right to request a copy of the personal data we hold about you and information about how we process it.

10.2 Right to Rectification

You have the right to request that we correct any personal data that is inaccurate or incomplete.

Under regulation 7 of the Electronic Identity Card Regulations 2015, you are also required to notify us of any change in your particulars within 3 days and to inform us of any errors in your card.

10.3 Right to Erasure

You have the right to request that we delete your personal data in certain circumstances, such as where the data is no longer necessary for the purposes for which it was collected.

However, this right does not apply where we are required by law to maintain your registration under the Civilians Registration Act and any subsidiary legislation or where processing is necessary for compliance with a legal obligation.

10.4 Right to Restriction of Processing

You have the right to request that we restrict the processing of your personal data in certain circumstances, such as where you contest the accuracy of the data.

10.5 Right to Data Portability

You have the right to receive your personal data in a structured, commonly used and machine-readable format and to transmit it to another controller, where processing is based on consent or contract and is carried out by automated means.

This right is limited in scope where processing is based on public interest or official authority.

10.6 Right to Object

You have the right to object to processing of your personal data where it is based on the public interest or official authority (Article 6(1)(e)).

We will cease processing unless we can demonstrate compelling legitimate grounds that override your interests, rights and freedoms, or where processing is necessary for the establishment, exercise or defence of legal claims.

10.7 Rights Relating to Automated Decision-Making

You have the right not to be subject to a decision based solely on automated processing, including profiling, which produces legal effects concerning you or similarly significantly affects you.

We do not currently carry out solely automated decision-making in relation to your personal data.

11. How to Exercise Your Rights

To exercise any of your rights, or to make a complaint or enquiry about how we process your personal data, please contact us at:

Department of Immigration and Home Affairs

Emma Senior

emma.senior@gibraltar.gov.gi

We will respond to your request within one month of receipt. This period may be extended by a further two months where necessary, taking into account the complexity and number of requests. We will inform you of any such extension within one month of receipt of your request.

12. The Information Commissioner

If you are dissatisfied with how we have handled your personal data or your rights request, you have the right to lodge a complaint with the Information Commissioner:

Gibraltar Regulatory Authority Data Protection Commissioner 2nd Floor,
Eurotowers 4 1 Europort Road Gibraltar GX11 1AA

Email: privacy@gra.gi Telephone: +350 20074636

We would, however, encourage you to contact us in the first instance so that we may attempt to resolve any concerns you may have.

13. Changes to This Privacy Notice

We may update this privacy notice from time to time to reflect changes in our processing activities, the addition of new Data Receivers to the Data Sharing Agreement, or changes to data protection law. Any significant changes will be communicated through appropriate channels.

This privacy notice was last updated on 09.03.2026.

14. Contact Us

If you have any questions about this privacy notice or our data protection practices, please contact:

Emma Senior emma.senior@gibraltar.gov.gi