

*building a better district*



## **Our Information Charter**

**We need to handle personal information about you so that we can provide better services for you. This is how we look after that information.**

**When we ask you for personal information, we promise:**

- to make sure you know why we need it, if it not obvious
- to ask only for what we need, and not to collect too much or irrelevant information
- to protect it and make sure nobody has access to it who shouldn't
- to let you know if we share it with other organisations to give you better public services
- to make sure we don't keep it longer than necessary
- not to make your personal information available for commercial use without your permission

**In return, we ask you to:**

- give us accurate information
- tell us as soon as possible if there are any changes, such as a new address

This helps us to keep your information reliable and up to date.

**You can get more details on:**

- how to find out what information we hold about you and how to ask us to correct any mistakes
- agreements we have with other organisations for sharing information
- circumstances where we can pass on your personal information without telling you, for example, to prevent and detect crime or to produce anonymised statistics
- our instructions to staff on how to collect, use and delete your personal information
- how we check the information we hold is accurate and up to date
- how to make a complaint

**FOR MORE INFORMATION, PLEASE CONTACT: Vikki Smith, Information Officer 01327 302510 or [dataprotection@davenportdc.gov.uk](mailto:dataprotection@davenportdc.gov.uk)**

When we ask you for information, we will keep to the law, including the Data Protection Act 1998. For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commissioner at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 08456 30 60 60 or 01625 54 57 45 Fax: 01625 524510  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)