



CabinetOffice

Guidance on the Information Charter

Guidance

Audience This paper will be of particular interest to:

- Action**
- Accounting Officers, SIROs.
 - Produce an information Charter

Timing Immediate

Background

1. The Data Handling Review (DHR) requires that Departments will issue an information charter, setting out the standards that people can expect from the public body when it requests or holds their personal information, how they can get access to their personal data and what they can do if they do not think that standards are being met.

Guidance on the Information Charter

2. The guidance gives a template of what the information Charter should cover and further asks the department to identify who the Citizen can contact to request further information about the management of their data.

Frequently Asked Questions

- Q. Can I tailor the Charter?
A. Yes, but you may be asked to justify your reasoning.
Q. What should I do with it?
A. Publicise it widely including placing it on your website.
Q. What supporting arrangements do I need?
A. It needs to be linked to existing complaint procedures.

Contacts Enquiries about content should be directed to:
datareviewteam@cabinet-office.x.gsi.gov.uk

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REPORTING DATA LOSS INCIDENTS

PROTECT – DRAFT

We need to handle personal information about you so that we can provide 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;
- to only ask 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 - and if you can say no;
- to make sure we don't keep it longer than necessary; and
- not to make your personal information available for commercial use without your permission.

In return, we ask you to:

- give us accurate information; and
- 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; and
- how to make a complaint.

FOR MORE INFORMATION, PLEASE CONTACT: xxxxxxxx

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