

Information Charter

We need to collect and handle personal information about you so that we can provide services for you. In doing this we will ensure that we look after that information and keep it secure.

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.

Get more details

Read [DWP and Your Personal Information](#) (46KB)  to get more details on:

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

Our staff

Our staff are reminded of their obligations on how to handle your information every time they access our computer systems. Staff are given procedural guidance on how to do their jobs which includes instructions on handling your information and detailed guidance on security and complying with the Data Protection Act.

We work hard to ensure that all our contractors and suppliers also meet our high security standards when handling your information.

Further information

Further information is available in our [Information Finder](#). However, if you cannot find what you want, please contact the Freedom of Information team. Details of how to do this are available on our [Freedom of Information](#) pages.

For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commissioner at:

Information Commissioner
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