

## **ROCHFORD DISTRICT COUNCIL INFORMATION CHARTER**

### **Purpose**

This Information Charter sets out the standards that you can expect from Rochford District Council when we request or hold personal information about you; how you can get access to your personal data; and what you can do if you think standards are not being met.

### **About Personal Information**

Personal data is information that relates to living individuals. It does not include information relating to dead people, groups or communities of people, organisations or businesses. The Data Protection Act 1998 regulates the management of personal information.

### **[The Data Protection Act 1998](#)**

### **Our Promise**

We need to handle personal information about you in order for us to provide you with the services you require.

When we request or hold personal information about you, we promise to:

- Make sure you know why we need it.
- Only ask for what we need and not collect too much or irrelevant information.
- Protect your information and ensure that no unauthorised person has access to it.
- Let you know if we share it with other organisations to give you better public services – and if you can say no.
- Ensure that we do not hold your information for longer than is necessary.
- Not make your personal information available for commercial use without your consent.

In return we ask you to:

- Give us accurate information.
- Tell us as soon as possible if there are any changes to your personal circumstances such as your address.

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

## **More Information**

You can get more details on:

- How to find out what information we hold about you, and in addition, you can ask us to correct any mistakes.
- Agreements we have with other organisations for sharing information.
- Circumstances where we can pass on personal information without telling you, for example to help with the prevention or detection of crime or to produce anonymous statistics.
- How to make a complaint.

For more information please log onto our website [www.rochford.gov.uk](http://www.rochford.gov.uk), or alternatively you can email [customer.care@rochford.gov.uk](mailto:customer.care@rochford.gov.uk)

## **Our Staff**

Staff are given procedural guidance on how to do their jobs which includes instructions on handling your information and guidance on security and complying with the Data Protection Act. We also work hard to ensure that all of our contractors meet our high security standards when handling your information.

## **How to request personal information**

Should you wish to make a subject access request about personal data held by Rochford District Council please contact:

Information Co-ordinator  
Information and Customer Services  
Rochford District Council  
South Street  
Rochford  
Essex  
SS4 1BW

Telephone: 01702 318073

E-Mail: [customer.care@rochford.gov.uk](mailto:customer.care@rochford.gov.uk)

## **Complaints**

When we ask for or hold your information, we will keep to the law. If you consider that your information has been handled incorrectly you can contact the Information Commissioner 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

Telephone: 01625 545745  
Web site: [www.ico.gov.uk](http://www.ico.gov.uk)

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