

Information Charter

Introduction

This charter sets out the standards you can expect from our Trust when we hold personal information about you and how you can access your personal data.

Personal information

Personal information is any information which can be used to identify you as an individual. It does not include information on organisations.

When we use your personal information we will do so in accordance with the Data Protection Act 1998.

We need to handle personal information about you so that we can provide services or work with you. This is how we look after your 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 no unauthorised person has access to it;
- 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 (this information in this section of the website);
- 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

Information Governance. Beech House, Witham Park, Waterside South, Lincoln. LN5 7JH

For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Tel 0303 123 1113 (local rate) or 01625 545 745. Website: <http://www.ico.gov.uk>