

## **Cambridgeshire County Council Information Charter**

### **Purpose**

This information charter sets out the standards that you can expect from Cambridgeshire County Council when we request or hold personal information about you. It also explains how you can access your personal data, and what you can do if you think standards are not being met.

### **What is personal information?**

Personal data is information that relates to living individuals. It does not include information relating to the deceased or to groups or communities of people, organisations or businesses or aggregate statistical information.

### **How we manage personal information**

The Data Protection Act 1998 regulates the management of personal information. We need to handle personal information about you so that we can provide services for you. The following information outlines the way in which we look after that information.

When we ask you for personal information we promise to:

- make sure you know why we need it
- only ask for what we need and not to collect too much or irrelevant information;
- protect it and make sure no unauthorised person has access to it;
- let you know if we share it with other organisations to provide you with better services and if you can refuse;
- make sure we don't keep it longer than necessary;

In dealing with your information we will:

- abide by the law in handling your personal information,
- consider the risks when we are planning to use or hold personal information in new ways,
- provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly.

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.

For more information, please see our [Data Protection Policy](#).

### **How to find out what personal information we hold about you**

You can find out what information we hold about you by making a 'Subject Access Request' in accordance with the Data Protection Act 1998. If we do hold information about you we will, subject to certain exemptions contained in the Act and other relevant legislation:

- give you a description of the information we hold about you
- tell you why we are holding the information
- tell you who it could be disclosed to
- let you have a copy of the information
- correct factual errors you may find.

To help us give you the information you want, we need you to tell us which part of the organisation you have been dealing with and why you think we hold the information.

Under the Data Protection Act, we are allowed to charge a fee for responding to a subject access request. However, it is not currently the policy of the Council to charge for such access.

The Information Governance Manager is responsible for compliance with both the Data Protection Act and the Freedom of Information Act. If you want further information about how Cambridgeshire County Council's manages your information, including its information sharing agreements, you can write to the Information Governance Team.

### **We notify the Information Commissioner about our use of personal data**

The Council must notify the Information Commissioner of the uses it makes of personal data, what data it holds and how that data may be disclosed. These uses are fully detailed on the relevant entries in the Information Commissioner's Data Protection Register. Our registration number is Z4849790.

### **How to make a complaint**

A complaint may be sent to us by email or letter to the Corporate Information Manager at Cambridgeshire County Council  
Box RES1405  
Shire Hall  
Cambridge CB3 0AP

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  
Phone: 08456 30 60 60 or 01625 54 57 45  
Fax: 01625 524510.  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)

### **Improving the protection of personal data**

No organisation handling information can guarantee that it will never experience losses. We know that people have a right to expect their public services to achieve and maintain high standards in protecting information, especially personal information, from loss or misuse. The Council is developing its Information Management Practices in line with the Mandatory Minimum Standards set out by the Cabinet Office which apply to Central Government so that we achieve and maintain the high standards you have a right to expect.

The Council's Information Security Incident Policy supports rapid handling should an incident occur.

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