

Information Charter

NILGOSC needs to handle personal information about you, in order to provide better services for you. This Information Charter sets out the standards you can expect from NILGOSC when it requests or holds personal information. It also sets out how you can access your personal information and what NILGOSC requires to keep your information up to date.

When NILGOSC asks you for personal information, it undertakes:

- to make sure that you know why we need it;
- to ask only for what we need - not to collect too much information, or any irrelevant information;
- to protect the information, and to make sure that only authorised people can access it;
- to let you know if we share the information with other organisations to give you better public services, and if you can say no to this;
- to make sure that we do not keep information for any longer than necessary;
- not to make your personal information available for commercial use without your permission.

In dealing with your personal information, NILGOSC will also:

- value the personal information entrusted to it and ensure that trust is respected;
- abide by the law relating to the handling of personal information;
- consider the privacy risks when planning to use or hold information in new ways, such as introducing new systems;
- provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly.

In return, NILGOSC asks you:

- to give us accurate information; and
- to tell us as soon as possible about any changes, such as a new address.

This will help to keep your information reliable and up to date, and will make it easier for NILGOSC to contact you if necessary.

Please contact NILGOSC if you would like further information about any of the following:

- how to find out what information is held about you, and how to ask NILGOSC to correct any mistakes;
- the information sharing agreements NILGOSC has with other organisations;
- the circumstances under which NILGOSC can pass on your personal information without telling you, for example, to prevent and detect crime, or to produce anonymised statistics;
- NILGOSC's instructions to staff on how to collect, use and delete your personal information;
- how NILGOSC checks whether the information we hold is accurate and up to date; and,
- how to make a complaint.

Contact Details

For further information on any of the above, or to request a hard copy of this Information Charter, please contact the Information & Compliance Manager using the details provided below:

Address: NILGOSC
Templeton House
411 Hollywood Road
Belfast
BT4 2LP

Phone: 0845 308 7345
Fax: 0845 308 7344
E-mail: info@nilgosc.org.uk

Independent advice

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

Address: Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 0303 123 1113 (local rate) or 01625 545 745
Fax: 01625 524510
Website: www.ico.org.uk

Alternatively, you can contact the Northern Ireland Information Commissioner's Office at:

Address: 3rd Floor
14 Cromac Place
Gasworks
Ormeau Road
Belfast
BT7 2JB

Phone: 028 9027 8757 or 0303 123 1114
E-mail: ni@ico.org.uk