



Information Charter

We need to handle personal information about you so that we can provide services for you. This is how we look after that information:

When we ask you for personal information, we undertake:

- To make sure you know why we need it;
- To ask for what we need to assess you or to help you;
- To avoid recording information that is not significant to our work with you;
- To protect personal information and to make sure nobody has access to it who should not;
- To let you know if we share it with other organisations to give you better public services, the circumstances in which you can refuse consent for this to happen, and the possible consequences (legal and otherwise) of such refusal;
- To make sure we don't keep it longer than necessary. There are set periods for the retention of information, which vary depending on the reasons for our contact with you; we will explain how long your information will be kept;
- To ensure, wherever feasible, that you see written information that we hold on you (for example reports for the courts and the Parole Board);
- 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 (some aspects of this may be legal requirements of a court order, and we will explain this to you in more detail).

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

Please be aware that other considerations may require us to share information with other bodies. These may include Child Protection, Protection of Vulnerable Adults, or general public protection issues. This will always be done in line with agreed local and national standards and protocols for information sharing.

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;
- 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 anonymous 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.

To discuss the type of information that we hold on you, please speak in the first place to the member of staff who is working with you, who can be contacted at:

Criminal Justice Social Work Service
West Lothian Civic Centre
Howden South Road
Livingston
West Lothian EH54 6FF
Tel: 01506 280999 Fax: 01506 281243
Email: CriminalJusticeTeam@westlothian.gov.uk

For more information about the services we provide, please visit West Lothian Council's Criminal Justice web pages at:

http://www.westlothian.gov.uk/social_health/CriminalJusticeSocialWork/

For more general information, please contact

The Contact Centre
Lomond House
Livingston
Telephone : 01506 77100
Email: contactcentre@westlothian.gov.uk

When we ask you for 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: 08456 30 60 60 or 01625 54 57 45 Fax: 01625 524510
Website <http://www.ico.gov.uk/>