



THE DARTFORD BOROUGH COUNCIL

Public Services Trust Charter

Data Protection Act 1998



This Charter sets out the standards of service that you can expect from **THE DARTFORD BOROUGH COUNCIL** in the way it handles personal information.

WHAT YOU CAN EXPECT FROM US

In observing the Data Protection Act 1998, Dartford Borough Council will aim to ensure that the following principles apply in handling personal information:

Overall Principles

- where you have a choice as to whether to provide us with your information, it is as easy as possible to exercise that choice;
- your information is only processed without your knowledge where this is necessary for purposes such as national security, public safety, statistical analysis, the protection of the economy, the prevention of crime or disorder, the protection of health or morals, or the protection of the rights and freedoms of others;
- only information which we actually need is collected and processed;
- your personal information is only seen by staff who need it to do their jobs;
- any information which we no longer need is deleted;
- decisions affecting you are only made on the basis of reliable and up to date information;
- your information is protected from unauthorised or accidental disclosure;
- a copy of any information we hold about you is normally provided on request;
- any inaccurate or misleading information is checked and corrected as soon as you bring this to our attention;
- proper procedures are in place for dealing promptly with any complaints that you make.

The principles apply to personal information which we hold both on computer and in some paper records.

Service-specific Privacy Statement

Wherever we request personal information from you, we will publish a Privacy Statement (Notification Clause) for that service which will set out clearly:



- who may see it;
- why they may need it;
- what they may do with it;
- when they may delete it.

We will also tell you:

- how we safeguard your personal information;
- how you can check and correct the information we hold;
- how to pursue a query or complaint;
- where to get more information.

To provide services for you, we need to handle personal information about you. This is how we will look after that information.

When we ask you for personal information, we will

ensure you know why we need it;

- protect it and make sure nobody has access to it who shouldn't;
- ensure you know if you have a choice about giving us information;
- let you know if we need to share it with other organisations to give you better public services - and if you can say no;
- make sure we don't keep it longer than necessary.

This is how we will protect your information and only collect and keep what we need.

In return, we ask you to

- give us accurate information;
- tell us as soon as possible of any changes;
- tell us as soon as possible if you notice mistakes in the information we hold about you.

as this helps us to keep our information reliable and up-to-date.

At any time, you can ask us for further details on

any agreements we have with other organisations for sharing



information;

- when we might be required to pass on information without telling you, for example, to prevent and detect crime;
- our instructions to staff on proper collection, use and deletion of your personal information;
- how we check the accuracy of the information we hold on you.

For queries or complaints, please contact

**Data Protection Officer Civic Centre, Home Gardens, Dartford,
Kent DA1 1DR: Tel: 01322 343634: DX:142726 DARTFORD 7**

e-mail: dataprotection@dartford.gov.uk

web site <http://www.dartford.gov.uk/>

**When we ask you for information, we will comply with the law,
including the Data Protection Act 1998.**

**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
(Tel: 01625 545745 Fax: 01625 524510 e-mail:
mail@dataprotection.gov.uk website: <http://www.ico.gov.uk/>**



The Data Protection Principles

What are the data protection principles?

They are an enforceable set of eight good practice rules for the handling of personal data. They form the core of the protection given by the Data Protection Act 1998. Everybody processing personal data must comply with them. They require personal data to be:

- processed fairly and lawfully;
- processed for limited purposes;
- adequate, relevant and not excessive;
- accurate;
- not kept longer than necessary;
- processed in accordance with individuals' rights;
- kept secure;
- not transferred to non-EEA* countries without adequate protection.

* The European Economic Area comprises the 15 Member States of the EU together with Iceland, Norway and Liechtenstein.

Service Specific Statement – Privacy Policy

Dartford Borough Council Confidentiality Statement/Notification Clause: (inserted on information gathering forms)

The information you have provided on this form will be used to [state purpose]. It will be held securely and used in connection with [state purpose].

All or part of the information provided may be disclosed or supplied to external organisations or bodies e.g. Audit Commission, Courts, Bailiffs, Department of Works and Pensions, HM Revenue & Customs and any other charging authority that are legally entitled to the information and may also be disclosed to the Council's external auditors for the following purposes;

- the prevention or detection of crime;
- the apprehension or prosecution of offenders;
- the assessment or collection of any tax or duty in any case where failure to disclose would be likely to prejudice any of those matters;
- data matching initiatives with other statutory bodies for the purposes of fraud prevention and detection.



All or part of the information you have provided may also be used for electoral registration purposes and by other Departments of the Council for purposes connected with the collection of Council debts or to assist in other statutory functions such as Environmental Health or Planning.

The Council may check information provided by you or information about you provided by a third party against other information held by the Council. The Council may also obtain information from third parties or provide information to them to check the accuracy of information supplied by you to the Council.

The Council may make a search (including making enquiries about principal directors) with a Credit Reference Agency. The Credit Reference Agency will keep a record of that search and may share the information with other businesses.

DECLARATION

I am aware that the Council will create and maintain computer and paper records on me and that these records will be processed in accordance with the Data Protection Act 1998 and may be used for the purposes detailed above, both internally within the Council and to external organisations/bodies.

Signed.....

Date.....

All personal data is kept accurate, up to date and secure to prevent accidental loss destruction or damage. The extent of the measures taken by the Council will depend upon the sensitivity of the information. Personal data will not be kept for longer than is necessary for their purpose.

You have a right of access to your personal data and the right to check and correct the information and may pursue a query or complaint on matters related to your personal data. Further information on your rights may be obtained by contacting The Data Protection Officer, Dartford Borough Council Civic Centre Home Gardens Dartford Kent DA1 1DR (tel:01322 343634: DX:142726 DARTFORD 7: Email:dataprotection@dartford.gov.uk ;Website<http://www.dartford.gov.uk/>).