

Service Specific Statement

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

The information you have provided on this form will be used to *(a purpose will be stated, for example, process your housing benefit application)*. **It will be held securely and used in connection with** *(a purpose will be stated, for example, housing benefit)*.

All or part of the information provided may be disclosed or supplied to external organisations or bodies, for example, Courts, Bailiffs, Department of Works and Pensions, Inland Revenue 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.

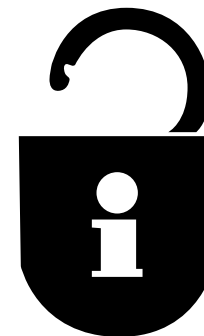
You have a right of access to your personal data and the right to check and correct the information and may pursue a query or complaint on matters related to your personal data. Further information on your rights may be obtained by contacting:

**Data Protection,
Tunbridge Wells Borough Council,
Town Hall, Tunbridge Wells,
Kent TN1 1RS**

01892 526121

info@tunbridgewells.gov.uk

www.tunbridgewells.gov.uk



Tunbridge Wells Borough Council Public Services Trust Charter Data Protection Act 1998

This Charter sets out the standards of service that you can expect from Tunbridge Wells Borough Council in the way it handles personal information.

Tunbridge Wells
BOROUGH COUNCIL
www.tunbridgewells.gov.uk

What you can expect from us

In observing the Data Protection Act 1998, Tunbridge Wells 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,
Tunbridge Wells Borough Council,
Town Hall, Tunbridge Wells,
Kent TN1 1RS
01892 526121**

info@tunbridgewells.gov.uk

www.tunbridgewells.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,
Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF

01625 545745

fax: 01625 524510

e-mail: mail@dataprotection.gov.uk

www.informationcommissioner.gov.uk

The Data Protection Principles

The data protection principles 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*

ALL APPLICANTS MUST COMPLETE THIS SECTION

Any attempt to mislead may result in prosecution

confirm that the information given on this application form to Tunbridge Wells Borough Council is true, and I understand that Tunbridge Wells Borough Council may need more information to confirm my identity/that of the data subject and to locate the information that I am requesting.

Signature

Date

Please return the completed form to:

**Data Protection,
Tunbridge Wells Borough Council, Town Hall, Tunbridge Wells,
Kent TN1 1RS
01892 526121**

info@tunbridgewells.gov.uk

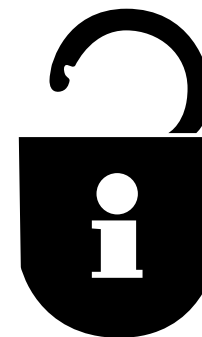
www.tunbridgewells.gov.uk

...along with the following:

- *evidence of your identity(ies)*
- *evidence of the data subject's identity (if different from)*
- *the fee of £10.00 (cheque to be made payable to Tunbridge Wells Borough Council); or the fee referred to in the Fees Notice issued under the Freedom of Information Act 2000;*
- *a stamped addressed envelope for return of proof of identity/authority document.*

Whilst Tunbridge Wells Borough Council must respond to your request for information within 40 days, please note this time period does not begin to run until all of the above have been received.

Please note: If the data subject provides the Council with all the information necessary for the Council to comply with their request, the Council must comply with it.



Data Protection Act 1998

Subject Access Request Form

Please provide the following details about yourself:

Full name	
Address	
Telephone	
Fax	
e-mail	

Fee

A fee of £10.00 (the current statutory maximum under the Data Protection Act 1998) is payable for each application for information. Please enclose a cheque or postal order made payable to Tunbridge Wells Borough Council.

Please note that in accordance with the Freedom of Information Act 2000 a different fee structure will apply where personal information is contained in unstructured files i.e. a filing system which is not organised in a way that makes it easy to locate information about a particular individual. If your request falls within this category, you will be provided with an estimate of the cost of providing the information before the Council starts any work on your behalf.

1 Are you requesting information about yourself?

If so, you are the data subject and documentary evidence of your identity is required, i.e. driving licence, birth certificate (or photocopy) and a stamped addressed envelope for returning the document (please go to 3 below).

If not, please supply the written consent of the data subject and supply their details as follows:

Full name	
Address	
Telephone	
Fax	
e-mail	

2 Please briefly explain why you, rather than the data subject, are requesting this information

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3 Please describe the information you seek, together with any other relevant information to help us identify the information you require

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