

# Public Service Guarantee on Data Handling

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 promise:**

- to make sure you know why we need it;
- to only ask for what we need, and not to collect too much or irrelevant information;
- to protect it and make sure nobody has access to it who shouldn't;
- to only share it with other organisations when the law allows;
- to make sure we don't keep it longer than necessary; and
- 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.

This will help us to keep your information reliable and up to date.

**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 anonymised 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.

When we ask you for information, we will keep to the law, including the Data Protection Act 1998. If you have a query or complaint about Defra's handling of your personal information, you can:

- telephone the Defra helpline on 08459 335577 and ask for the Data Protection Officer, or
- send an e-mail to [data.protection@defra.gsi.gov.uk](mailto:data.protection@defra.gsi.gov.uk)

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.

Phone: 01625 545745 Fax: 01625 524510

E-mail: [mail@dataprotection.gov.uk](mailto:mail@dataprotection.gov.uk)

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

