



INFORMATION CHARTER

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

When we ask you for personal information, we undertake to:

- ✓ make it clear why we need it;
- ✓ ask only for the amount of information we need;
- ✓ protect it and make sure it is only accessible to those who need to use it;
- ✓ only share information within our organisation or with other bodies where it is necessary and would be compatible with the purpose for which we collected it, or where we are required or permitted to do so by law;
- ✓ make sure we only keep it for as long as is necessary; and
- ✓ only make your personal information available for commercial use with your permission (for example on the edited version of the electoral register).

In return, to ensure that your information is correct and kept up to date, we ask you to:

- ✓ provide us with accurate information; and
- ✓ tell us as soon as possible if there are any changes to this information (for example a change in your address).

How to find out what information we intend to process :

The Data Protection Act 1998 requires the Council to notify the UK Information Commissioner how it intends to gather and process personal information. This information is made available via a public register.

The principal purpose of having notification and the public register is transparency and openness. It is a basic principle of data protection that the public should know (or should be able to find out) who is carrying out the processing of personal information as well as other details about the processing (such as for what reason it is being carried out).

The Council has two register entries:

Electoral Administration functions (Registration No. Z6205259); and

All other Council activities (Registration No. Z577148X).

You can view Tendring District Council's Register Entries by following this link ([Tendring District Council's Data Protection Register Entry Details](#)) and entering **Tendring District Council** in the 'name' field or by entering the appropriate registration number shown above.

How to request information we hold about you :

You can find out what information we hold about you for a specific purpose (for example Council Tax, Housing Benefit or Electoral Registration), by contacting the relevant service. If you are unsure which Service to contact, please following this link ([Council Services](#)).

To receive details of all the information that Tendring District Council may hold about you, you can make a Subject Access Request under the Data Protection Act 1998 by notifying the Data Protection Officer as follows :-

E-Mail dpaofficer@tendringdc.gov.uk or by writing to :

Data Protection Officer
Tendring District Council
Town Hall
Station Road
Clacton on Sea
CO15 1SE

You can also download an application form (pdf document of 60K) [Access to Personal Information form](#)

Under the Data Protection Act we are allowed to charge a £10 fee for responding to a subject access request and this should be submitted with your application.

If you believe that we have processed your information in a way that is incompatible with our Data Protection Act Notification, please address your concerns in writing to the Data Protection Officer.

FREEDOM OF INFORMATION – YOUR RIGHT TO KNOW

Access to non-personal information is governed by the Freedom of Information Act 2000.

Under the Freedom of Information Act it is a requirement for every public authority to adopt and maintain a publication scheme setting out what information we will routinely publish, the manner in which we publish it and whether a charge will be made for the information.

The purpose of the scheme is to ensure a significant amount of information is available without the need to make a specific request for it. The Council's scheme can be found using the following link : [Freedom of Information Publication Scheme](#)

If the information you are seeking is not available via the Publication Scheme and you would like to make a specific written request, further details of how to apply are available on the Council's website at www.tendringdc.gov.uk

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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: 08456 30 60 60 or 01625 54 57 45 Fax: 01625 524510
www.ico.org.uk