

Information Charter



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

When we ask you for personal information, we undertake:

- to make sure you know why we need it;
- to only ask for information proportionate to what we need;
- to protect it and make sure nobody has access to it who shouldn't;
- to let you know about any proposal to share it with other organisations to give you better public services – and if you can say no;
- 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 helps 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;
- 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.

For more information, please contact:

Director of Corporate Strategy and Board Support
LBRO
The Axis
10 Holliday Street
Birmingham B1 1TG
Telephone: 0121 226 4000
Email: enquiries@lbro.org.uk

In abiding by these commitments, we will keep to the law, including the Data Protection Act 1998 and the Freedom of Information Act 2000.

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. (www.ico.gov.uk)