

Introduction

This information charter sets out the standards that you can expect from the Local Government Boundary Commission for England (LGBCE) when we request or hold information, including personal data, about you or your enquiries. The charter sets out how the Commission looks after information, how to access your personal data and how to access information about the Commission.

Responsibilities

The Senior Information Risk Owner (SIRO) owns this charter on behalf of the Senior Management Team and is responsible for its implementation. It is the SIRO's responsibility to ensure that the Senior Management Team understands and owns the information security and information risk policies. These policies aim to ensure that the requirements of confidentiality, integrity and availability are maintained at each stage in the information lifecycle. Responsibility for responding to requests for information lies with the Implementation team.

The Information Asset Owner has responsibility for addressing any risks to information and ensuring that information is used within the law.

Commission staff are made aware of their responsibilities as set out in information policies.

Personal information

The Data Protection Act 1998 regulates the management of personal information relating to living individuals. It does not include information relating to the deceased, groups, communities, organisations or businesses.

The Commission recognises the importance of protecting your right to privacy. When we ask you for information, we will keep to the law and will handle the information provided in a manner which respects your rights and privacy.

The Commission regularly reviews its systems and processes to ensure that when we ask you for personal information, we:

- make sure you know why we need it;
- ask for what we need and do not collect irrelevant information;
- protect it from loss, damage or unauthorised access;
- let you know if we share it with other organisations;
- make sure we do not keep it for longer than necessary; and
- will not use your personal information for marketing 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.

Access to personal data

Under the Data Protection Act 1998 individuals have a right of access to the information that is held about them by the Commission (although this is subject to some exemptions). If you are seeking personal information about yourself you should make a subject access request under the Data Protection Act 1998.

If you want to make a request under the Data Protection Act 1998 please submit it in writing to:

*Local Government Boundary Commission for England
Layden House
76-86 Turnmill Street
London EC1M 5LG*

Email: *reviews@lgbce.org.uk*

Your request will be dealt with within 40 calendar days of the Commission accepting the request.

More information can be found on the Commission's Data Protection Act website page.

Access to information

The Freedom of Information Act 2000 and Environmental Information Regulations 2004 give members of the public the right to request access to unpublished information from public bodies, subject to legal restrictions.

The Commission is dedicated to public information access and regularly publishes information on its website.

More information on how to make an FOI request, including the Commission's publication scheme, can be found on the Commission's Freedom of Information website pages.

To make a request under the Freedom of Information Act, please submit it in writing to:

*FOI Officer
Local Government Boundary Commission for England
Layden House
76-86 Turnmill Street
London EC1M 5LG*

Email: foi@lgbce.org.uk

We have a duty to reply to your request within 20 working days.

Further information

For independent guidance on access to information and data protection, please contact the Information Commissioner's office:

*Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF*

www.ico.gov.uk