

## Annex 1 to Information Strategy: Information Charter

Passenger Focus holds information about individuals in various aspects of its work and for various purposes. The vast majority of this data is low risk – for example where individuals proactively provide us with their details so we can stay in touch with them – but some is sensitive. This second category includes details of passengers who have approached us to help them with a complaint, for example. In this respect, we have developed a privacy policy which is also available on our website. This Charter has been developed to ensure those individuals for whom we hold and process personal data can be assured we treat such data with the degree of care it merits.

### **We know how important it is to protect your privacy and to comply with the Data Protection Act. If we ask for your personal information we will:**

- let you know why we need it
- only ask for what we need, and not collect excessive or irrelevant information
- make sure nobody has access to it who shouldn't
- let you know if we share it with other organisations to give you better public services, and whether you can say no
- only keep it for as long as we need to
- not make it available for commercial use (such as marketing) without your permission

In return, to help us keep your information reliable and up to date, we ask you to:

- Give us accurate information
- Tell us as soon as possible of any changes, such as a change of address

### **How to find out what personal information we hold about you**

You can find out if we hold any personal information about you by making a “subject access request” under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it
- tell you why we are holding it
- tell you who it could be disclosed to
- and let you have a copy of the information in an intelligible form.

To help us give you the information you want, we need you to tell us which part of our organisation you have been dealing with and why you believe we hold that information. .

Under the Data Protection Act we are allowed to charge a fee for responding to a subject access request. It is not currently the policy of Passenger Focus to charge for subject access requests.

To make a subject access request to Passenger Focus, please see contact details below.

### **When we share information**

We are committed to providing the best and most efficient service to our customers. We may share personal information within our organisation or with other bodies where it would be compatible with the purpose for which we collected it, and/or where we are required or permitted to do so by law.

To find out more about whom we share information with, please see contact details below.

### **The training and guidance we give to our staff**

From autumn 2008 we will be providing renewed general awareness training to all our staff, and those in positions with formal responsibility for information handling will receive additional specific training.

You can ask to see what guidance we provide to our staff via the contact details below.

### **How to contact us or make a complaint**

If you are unhappy with the way we have handled your personal information and wish to make a complaint, please contact the Senior Information Risk Owner. We will acknowledge your complaint within 5 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should receive a full response.

Senior Information Risk Owner  
Passenger Focus  
1 Drummond Gate  
Pimlico  
London SW1V 2QY

Or email to [siro@passengerfocus.org.uk](mailto:siro@passengerfocus.org.uk)

**Passenger Focus is the operating name of the Passengers Council**

**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