

Education Investigation Service Information Charter

Purpose

This Information Charter sets out the standards you can expect from the Education Investigation Service (EIS) when we request or hold information, including but not limited to personal data about you or your enquiries. This Charter covers both personal data and other information that the EIS holds in connection with its duties under the Data Protection Act 1998, Freedom of Information Act 2000, and associated legislation, regulation and guidance. It will tell you how you can get access to information, including your personal data and what you can do if you think standards are not being met.

What is personal information?

Personal data is information that relates to living individuals and the Data Protection Act 1998 regulates the management of personal information. The EIS handle personal information for investigation and enforcement purposes and to enable us to provide a service to you. Personal information does not include information relating to groups or communities of people, organisations or businesses.

How our information is managed

The EIS manage, maintain and protect all information according to legislation, policies and best practices. We have security measures in place to maintain and safeguard the confidentiality, integrity and availability of our systems and data. All information is stored, processed and communicated in a secure manner making it readily available to authorised users.

The EIS is also committed to the proactive dissemination of information, to be open and transparent and will routinely publish information unless restricted by legislation or public policy considerations.

When we ask you for personal information we undertake:

- To make sure you know why we need it, where it is not obvious;
- To only ask for what we need and not collect excessive or irrelevant information;

- To protect your information 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.

Access to personal information

You can find out if we hold any personal information about you by making a 'subject access request' under the Data Protection Act.

If we do hold information about you, you can ask us to correct any mistakes by contacting us.

Legislation – Disclosure of Information

The Data Protection Act 1998 has a number of exemptions which must be considered before disclosure. However, we will assess the impact of disclosure in relation to the requested information and make a decision on a case-by-case basis. Section 59 of the Data Protection Act 1998 makes it an offence to knowingly or recklessly disclose information that has been obtained or provided for the purposes of the Act without lawful authority.

Factors we will take into account when considering whether information should be disclosed to any third party will include the following;

- Who is asking for the information and why they want it;
- The extent to which a requestor is prepared to give an assurance of confidentiality and the extent to which this can be relied on;
- Whether the needs of the requestor can be met by supplying part of the information or supplying it in a different form;
- Whether the information is personal in nature and the extent to which its disclosure would be an intrusion on privacy;
- The reasonable expectations of the person or organisation who supplied the information to the EIS as to confidentiality, onwards disclosure etc; and

- Whether disclosing the information would be likely to prejudice the functions of the EIS for example, by undermining an investigation or potential prosecution.

For more information please contact:

<http://www.dudley.gov.uk/council-democracy/data-protection-freedom-of-information/publication-scheme/rights-of-access-available-to-the-citizen/>

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