



Ministry of
JUSTICE

Tribunals Service

part of the

Access to Justice
Business Group

Information Assurance Framework

Information Charter

Tribunals Service Information Charter

Purpose

This information charter sets out the standards which people can expect from a public body when it requests or holds personal information about them; how they can get access to their personal data; and what they can do if they think standards are not being met.

About Personal Information:

Personal 'data' is information that relates to living individuals. It does not include information relating to dead people, groups or communities of people, organisations or businesses.

The management of personal information is regulated by the Data Protection Act 1998.

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

When we ask you for personal information we promise to:

- make sure you know why we need it; to only ask for what we need and not to collect too much, or irrelevant information;
- protect it and make sure no unauthorised person has access to it;
- to let you know if we 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 is necessary; and
- not to make your personal information available for commercial use without your consent.

In return we ask you to:

- give us accurate information;
- tell us as soon as possible, if there are any changes to your personal circumstances, such as your 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 in addition, ask us to correct any mistakes;
- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal information without telling you, for example, to help with the prevention, or detection of crime, or to produce anonymised statistics;
- our instructions to staff on how to collect, use, or delete your personal information;
- how we check the information we hold is accurate and up to date; and

- how to make a complaint.

About People in a Public Role:

The Data Protection Act 1998 and our Data Protection Policy protect information relating to someone's personal, family or business life. However, if we receive a request for this type of information, and the person concerned has a public role – e.g., as a public servant, or is fulfilling an Access to Justice public function - then we will try to balance their privacy and their public role in responding to the request.

This means that if you are asking about a decision that a judicial office-holder, or public servant has made, and you need to know his or her name, we will only withhold it if an exemption applies.

An important exception is personal data held in unstructured paper files. We keep as little unstructured information as possible, since it is difficult to access and use. If information about you is kept in this way you can still ask for a copy of it, but if we cannot locate it easily we will tell you so.

In all formats information is stored and ordered in ways that make it efficient for us to use. However, it is not always stored in a way that will enable the items that you want to be easily found. Electronic data can often be searched to locate particular items, but this cannot be done with manual files. For this reason some requests may not be possible within any cost constraints that apply.

Requests for personal information relating to another living individual:

Requests made for information relating to another living individual can be made by using the Freedom of Information Act. The disclosure of this information will be subject to the relevant exemptions within the FOI Act.

Fees:

Data protection

If you request your own personal data, under the Data Protection Act, this will be provided upon receipt of a fee of £10.00.

Information in other formats

You can ask for information to be in any reasonable format, and in languages other than English, but there may be an additional charge for this. We will discuss the likely cost of your request with you so that you can decide whether to go ahead.

If someone else has copyright on the information you want, you may have to pay them to use it. If so, this cost will be outside our control.

Further information on accessing information

For further information on accessing any information held by us, please contact the Knowledge and Information Liaison Officer by e-mail TSComplaints&FOI@tribunals.gsi.gov.uk

How to request personal information:

Should you wish to make a Freedom of Information, or Data Protection Act subject access request, then please contact the Access Rights Unit at:

The Ministry of Justice, 6 Floor, Selborne House, 54 – 60 Victoria Street, London SW1E 6QW.

Complaints:

When we ask you for information we will keep to the law. If you consider that your information has been handled incorrectly you can contact the Information Commissioner for independent advice about Data Protection, privacy and data sharing issues. You can contact the Information Commissioner at:

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Water Lane
WILMSLOW
Cheshire

SK9 5AF.

Tel: 01625 545745
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