

What Won't We Show You?

We shall be as open as we can about the information we keep on you, but we do not have to share certain information with you. For example, we will not give you information:

- about other people, including members of your family.
- that needs the permission of the person(s) who gave it to us, before we can pass it on to you.
- that may cause harm to you or to another person if we gave it to you.

We will tell you if there is information that we cannot share with you.

What if you are not happy with what is happening with the information we keep about you?

Firstly, please talk to your supervising officer about it.

Next, if you are still unhappy, you can write to the Data Protection Officer at:
[The BeNCH Community Rehabilitation Company Ltd, Argyle House
Argyle Way, Stevenage, Hertfordshire SG1 2AD.](#)

Lastly, if you are still not happy with how we are dealing with your information, you can write to the Information Commissioner and ask them to look at the procedures we are following. Contact the Information Commissioner at:
[Information Commissioner, Wycliffe House, Water Lane, Wilmslow
Cheshire, SK9 5AF. Telephone: 01625 545700](#)

Further information about the work of the Information Commissioner, and about data protection, can be found at their website: www.ico.gov.uk.

If you require a copy of this leaflet in larger print, or in another language, please contact your supervising officer.

Data Protection

Protecting information about you



Protecting information about you...

Your Rights, Our Responsibilities

You have been given this leaflet because The BeNCH Community Rehabilitation Company (BeNCH CRC) collects, uses and stores information about its staff and the people we work with. We must tell you how we use this information.

Some information is stored on computer systems, and some is stored in paper records. Over time all information will be stored in a digital format.

The Data Protection Act gives you rights

For example, you can ask us:

- how we use that information
- who we pass it to
- for a copy of the information we hold
- to correct it if it is wrong.

The law says that we must:

- not allow the information to be used or seen by anyone who should not see it.
- ensure the information we hold is accurate and, where necessary, kept up to date.
- give you copies of the information about you, if you ask us for it.

Why do we keep personal information about you?

We collect information to allow us to carry out the work of the National Offender Management Service with Service Users and victims of crime. We also collect information about staff to perform our duties as an employer.

What sorts of information do we keep?

The sorts of information we keep include (but are not limited to):

- your name, address, date of birth, ethnic origin, gender
- details of offences and previous convictions
- details of any court orders we supervise or reports we write
- records of your contact with BeNCH CRC.

Who do we share your information with?

- We have to pass some information to the Ministry of Justice who measure how we are carrying out our duties.
- We have to share some information with courts, prisons, police, the Crown Prosecution Service and Social Services.
- We have to tell the Courts, National Probation Service or Parole Board if you breach your supervision.
- We have to give some information to the victim of a serious offence if they have asked to be kept informed of your progress.
- We may share some information with other people who help us to supervise you, but we will ask your permission to share this information.
- We pass the information to other Community Rehabilitation Companies if you move into their area or if they do some work for us.

How can you see the information we keep about you?

If you just want to see the information, but do not want a copy, you can ask your supervising officer to show you. You will not be given any copies of the information in the record and there will be no charge for this service.

How do you ask for a copy of the information we keep about you?

You have the right to make a “subject access request” (under section 7 of the Data Protection Act 1998) to receive copies of the information we hold about you. But you must:

- ✓ Send your request in writing to:
 - your current supervising officer or,
 - your supervising officer at the office you were last supervised at
 - or The Data Protection Officer at The BeNCH CRC Ltd.
- ✓ Give your full name and date of birth.
- ✓ Give your present address, and any other address that will help us identify who you are.
- ✓ Give the dates of your last contact with us, and the name of the staff or office you had contact with.
- ✓ Send us copies of two proof of identity from the following list: Passport; Recent Utilities Bill; Driving Licence; Birth Certificate; Rent Book.
- ✓ There is a discretionary fee of a maximum of £10; you will be advised if this is payable once your request has been logged. Payment can be in the form of a postal order or cheque made payable to “The BeNCH Community Rehabilitation Company Ltd”.