



Sefton Council Information Charter

This information charter sets out the standards you can expect from Sefton Council when we request or hold information (personal data) about you.

Personal data is information that relates to identifiable living individuals. It does not include information relating to dead people, groups of people, organisations or businesses. The UK data protection regime is set out in the Data Protection Act 2018 and the UK General Data Protection Regulation.

When we ask you for personal information, we will:

- make sure you know why we need it
- ask only for what we need
- protect it and make sure that no unauthorised person has access to it
- let you know if and why we want to share it with other organisations
- make sure that we don't keep it longer than necessary
- make sure your personal information is not made available for commercial use.

In return, we ask you to:

- provide us with accurate information
- provide information on time
- tell us as soon as possible if there are any changes to the information you have already given us.

You can get more information on

- how to find out what information we hold about you
- how to ask us to correct any mistakes
- how we share information with other organisations
- how we can pass on your personal information without telling you
- how to make a complaint.

on the Council's website by clicking on this [link](#)



We will ensure that if your information is shared with another organisation, this is only done with your permission, unless the law permits us to do so without your consent. We do not sell personal information about citizens of the Borough to commercial organisations.

We provide training to staff who handle personal information and respond appropriately if personal information is not used or protected properly.

If you are unhappy with how we hold your data, contact the service area that you are dealing with or follow the Council's [complaints procedure](#). Further information can be found at:

<https://www.sefton.gov.uk/your-council/consultations-complaints-feedback/compliments-comments-and-complaints/>