

Public Service Guarantee on Data Handling

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;
- to protect it 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 without your permission.**

In return, we ask you to:

- give us accurate information; and
- tell us as soon as possible if there are any changes, such as a new address.

This will help 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 how to ask us to correct any mistakes;
- agreements we have with other organisations for sharing information;
- circumstances where we can pass on your personal information without telling you, for example, to prevent and detect crime or to produce anonymised statistics;
- our instructions to staff on how to collect, use and delete your personal information;
- how we check the information we hold is accurate and up to date; and
- how to make a complaint.

From our Enquiry Service

Enquiry Service
Natural England
Block B
Government Buildings
Whittington Road
Worcester
WR5 2LQ
Telephone: 0845 600 3078
Email: enquiries@naturalengland.org.uk

When we ask you for information, we will keep to the law, including the Data Protection Act 1998.

For independent advice about data protection, privacy and data-sharing issues, you can contact the Information Commissioner at: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Phone: 0303 123 1113 or 01625 545745; Fax: 01625 524510. E-mail: casework@ico.gsi.gov.uk; Website: www.ico.gov.uk

This policy was approved by Natural England's Executive Board on 17 October 2006.