



## What will we send you?

We will send you a copy of all the personal information we currently hold about you.

We will also send a copy of our Data Protection Register Notification. This will tell you why we hold your information, and give lists of others we might share information with or receive information from.



## What might we withhold from you?

We are not obliged to send you a copy of everything contained in your files.

For instance, if we have received information from other organisations, we cannot pass that to you without their consent. Also, if there is information in your records that might identify someone other than yourself, then we must withhold that information.

There may also be exceptional circumstances when we feel it necessary to withhold all the information we have from you. This may be to protect a child or prevent a crime being committed.



## What if you have problems?

We will always try to respond positively to any request you make for copies of the personal information we hold on you. However, if you are unhappy with our response, or if you have

concerns about the way we handle your personal information, you should:

- discuss the matter with your supervising officer or ask to see his or her manager
- if you remain dissatisfied, you should write to the Chief Officer describing the nature of your complaint

If you are still dissatisfied with the way we have dealt with your request or any complaint you have made, you have the right to appeal to the Information Commissioner who can be contacted at the following address:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

More information about the Data Protection Act can be obtained from the Data Protection website: [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)

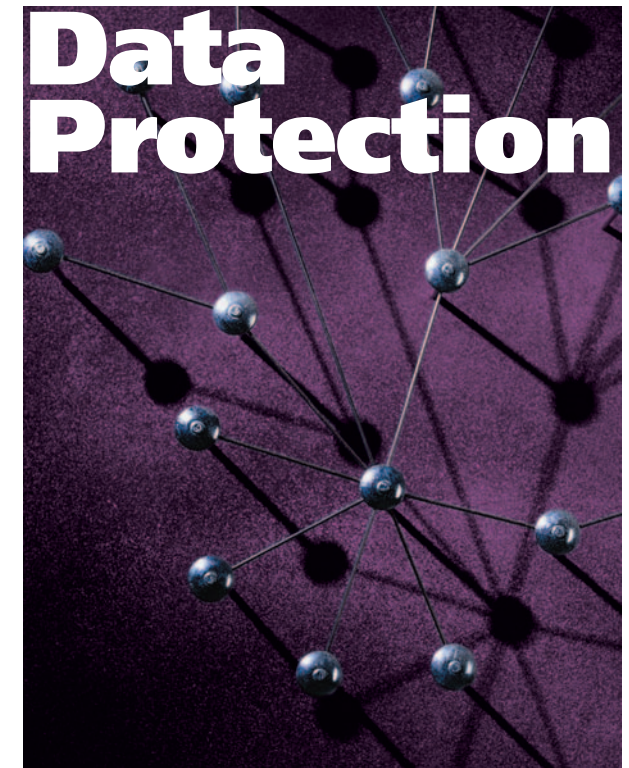
National Probation Service  
West Mercia Area  
Stourbank House  
90 Mill Street  
Kidderminster  
Worcs  
DY11 6XA

Tel: 01562 748375  
Fax: 01562 748407  
Web: [www.westmerciaprobation.org.uk](http://www.westmerciaprobation.org.uk)



NATIONAL PROBATION SERVICE  
for England and Wales

*West Mercia*



*Your rights –  
our responsibilities*

**Y**ou have been given this leaflet because West Mercia Probation Area collects, uses and stores personal information about people who they supervise or who they write reports on.

Some of this information is stored on computers. Other information may be stored in case files.

The Data Protection Act 1998 gives you rights which we must respect. For example:

- it is your right to ask us how we use that information
- it is your right to ask us who we may pass this information on to
- it is your right to be given a copy of the information we hold
- it is your right to ask for incorrect data to be corrected

The Data Protection Act also gives us responsibilities that we must keep.

Our main responsibility is to keep your information safe. This means preventing it from being misused, and from being seen by anyone who should not see it.

It is also our responsibility to respond to any reasonable request you make to be given a copy of your personal information.

## **? Why do we keep personal information?**

We collect information about you in order to keep a record of the work we do with you. Also to help plan any future work we may do with you and other people we supervise.

## **? What sorts of information do we keep?**

The sorts of information we keep include:

- personal details such as your name, address, date of birth, ethnicity, gender, etc
- details of offences and previous convictions
- details of any court orders that we supervise and reports that we may write
- details of your contacts with West Mercia Probation Area

## **? Who might we share your information with?**

We have to pass on certain information to the Home Office for statistical purposes. Other than that, most of the information will be kept within West Mercia Probation Area.

We have a responsibility to share information with other criminal justice organisations, and with our partnership organisations that may be involved in the supervision of your order.

We will also pass information on to other probation areas if your case is transferred to them.

# **Data Protection**

## **? How do you ask for a copy of the information we hold?**

It is your right to ask to see the information we hold on you at any time. It is our responsibility to respond positively to any reasonable request. But:

- the request must be made in writing, and,
- you may be required to pay a fee

Your supervising officer should be able to help you with any queries you may have.

Your request can be made by writing to:

The Chief Officer  
West Mercia Probation Area  
Head Office  
90 Mill Street  
Kidderminster  
DY11 6XA

When writing to us, you must provide us with:

- your full name and date of birth
- your current address and any previous address which may be relevant
- the approximate date of your last contact with us

We need this information to help us locate your records and to ensure anything we send to you goes to the correct address.

If you prefer, a request form can be obtained from your supervising officer.

Alternatively, this form can be downloaded from our website:

[www.westmerciaprobation.org.uk](http://www.westmerciaprobation.org.uk)