

# information charter

**We need to handle personal information about you so that we can provide better 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 ask only 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 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 necessary; and
- not to make your personal information available for commercial use without your permission **unless** it is information that we are required to make publicly available on a public register.

**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 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 how to ask us to correct any mistakes;
- circumstances where we can pass on your personal information without telling you, for example, to prevent and detect crime or 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.

**For more information, please contact:**

Data Protection Manager  
Environment Agency  
Block 1, Government Buildings  
Burghill Road  
Westbury-on-Trym  
Bristol  
BS10 6BF

Email: [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.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: 08456 30 60 60 or 01625 54 57 45

Fax: 01625 524510

Website: [www.ico.gov.uk](http://www.ico.gov.uk)