

Cafcass Information Charter



Cafcass is a Non-Departmental Public Body of the Department for Children, Schools and Families. Cafcass needs to handle personal information about you so that we can provide services for you. This document outlines how we will look after that information.

Our Promise to you:

We know how important it is to protect your privacy and to comply with the Data Protection Act. If we ask for your personal information we will;

- Let you know why we need it.
- Only ask for what we need, and not collect too much or irrelevant information.
- Make sure nobody has access to it who should not.
- Let you know if we share it with other organisations to give you better public services, and whether you can say no.
- Make sure we only keep it for as long as we need to.
- Not make it available for commercial use (such as marketing).

Our Request of you:

In return, to help us keep your information reliable and up to date, we ask you to:

- Give us accurate information.
- Tell us as soon as possible of any changes, such as a change of address.

How to find out what personal information we hold about you:

You can find out if we hold any personal information about you by making a subject access request under the Data Protection Act 1998. Under the Data Protection Act we are allowed to charge a fee for responding to a subject access request. We currently make a charge of £10. Details of how you can make a request to Cafcass are available on the Cafcass website:

http://www.cafcass.gov.uk/system_page/freedom_of_information/request_dpa.aspx

When we share information:

We are committed to providing the best and most effective service to our service users. We may share personal information with other bodies where it would be compatible with the purpose for which we collected it, and/or where we are required or permitted to do so by law.

There are some cases where we can pass on your information without telling you, for example to prevent and detect crime or to produce anonymised statistics. In all cases Cafcass will act in accordance with the Data Protection Act and other relevant Legislation.

How to make a complaint:

If you are unhappy with the way we have handled your personal information and wish to make a complaint, please write to the Information Assurance & Data Handling Officer at Cafcass. We will acknowledge your complaint within 5 working days and let you have a full response within 20 working days. If it is not possible to respond fully within this timescale, we will write and let you know why and say when you should receive a full response.

For more information please contact the Information Assurance & Data Handling Officer. 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: 01625 524510 or 08456 30 60 60. Website: www.ico.gov.uk.