

# **Freedom of Information & Data Protection Service Promises**

**Developed and agreed in partnership with our customers**

**What you can expect from Tristar Homes Limited:**

## **Freedom of Information**

**We will:**

- Clearly set out the procedure for the Freedom of Information Act.
- Update the schedule of publication when required.
- Confirm by letter if a document requested by you is not on our publication list. If after 20 days the required form is not returned to Support Services, the request will be deemed as invalid.
- Confirm to you by letter if the document requested is exempt from release.
- Provide the information in the way you request it. This must be specified on the initial request.
- Contact you by letter if it is necessary to transfer your request to another public authority in order to decide if the information can be released.
- Respond within 20 days after receiving the initial request, we will state whether we hold this information on the response.
- Explain why, quoting the appropriate exemption under the Act if it is not possible for us to send the information.

## **Data Protection**

**We will:**

- Meet the legal obligation of stating the purposes for which information requested is being used.
- Collect and process the appropriate information, only to the extent that is required.
- Apply strict checks to determine the length of time information is held.
- Ensure the rights of the people on whom the information is held, are fully exercised.
- Take appropriate security measures to safeguard personal information.
- Ensure that if a third party is involved, they adhere to the appropriate controls and regulations of dealing with personal data.
- Ensure there are people with specific responsibilities for data protection in the organisation.
- Ensure that everyone managing and handling personal information understands they are contractually responsible for following good data protection practice.

- Ensure anyone dealing with personal information is trained to do so and is appropriately supervised.
- Conduct regular reviews and audits of the way personal information is managed.
- Ensure individual service areas are responsible for the secure disposal of all documents that are no longer required.

**These service promises can be produced in key community languages, large print, Braille, or on audio tape. Please contact the Customer Service Helpline on 01642 528100.**

**These services promises work in conjunction with our Corporate promises.**