

# Information Charter

## Purpose

This information charter sets out the standards that you can expect from Skills Development Scotland when we request or hold personal information about you; how you can access your own **personal information** and request **non-personal information** we hold; and what you can do if you think standards are not being met.

## About Personal Information

Personal information is information relating to living individuals. It does not include information relating to dead people, groups or communities of people, organisations or businesses.

The [Data Protection Act 1998](#) regulates the management of personal information. We need to handle personal information about you so that we can provide services for you. When we ask you for personal information we promise to:

- make sure you know why we need it; ask only for what we need and not collect too much or irrelevant information;
- protect it and make sure no unauthorised person has access to it;
- let you know if we will share it with other organisations in order to give you better public services, and give you the opportunity to refuse that we share it;
- make sure we won't keep it any longer than is necessary;
- not make your personal information available for commercial use without your consent; and
- consider your request to stop processing data about you.

In return we ask you to:

- give us accurate information; and
- tell us as soon as possible if there are any changes to your personal circumstances such as your address. This helps us to keep your information reliable and up to date.

You can obtain further details regarding:

- how to find out what information we hold about you and, in addition, ask us to correct any mistakes;
- agreements we have with other organisations for sharing information;
- circumstances where we can pass on personal information without telling you, for example, to help with the prevention or detection of crime or in order to produce anonymised statistics;
- our instructions to staff on how to collect, use or delete your personal information;
- how we check that the information we hold is accurate and up to date; and
- how to make a complaint in the case that you think standards are not being met.

## How to Request Personal Information

If you request your own personal data under the Data Protection Act 1998, this request is known as a 'Subject Access Request' or a 'SAR'. If you would like to make a SAR relating to personal data held in respect of any services provided by Skills Development Scotland you should fill in a [SAR Form](#). If you cannot access the form online you can:

### Write to:

Data Protection Officer  
Skills Development Scotland  
Monteith House  
11 George Square  
Glasgow, G2 1DY

Email the [Data Protection Officer at SDS](#)

### Fees

The Act allows for a fee to be charged for fulfilling a Subject Access Request, Skills Development Scotland's fee for this service is £10.00. A personal cheque made out to 'Skills Development Scotland' should be sent with any request. Please do not send cash through the mail.

### Complaints

When you make a request under the Data Protection Act, you have the right to require us to review our decision. Your request for review should be made within 40 working days of receipt of the information. We will reply within 20 working days of receipt of that request. Following any review, if you still remain dissatisfied then you have the right to make a formal complaint to the Information Commissioner. If you require a review of a decision to be carried out, please write to:

### Write to:

Data Protection Officer  
Skills Development Scotland  
Monteith House  
11 George Square  
Glasgow, G2 1DY

Email the [Data Protection Officer at SDS](#)

If following any review you remain dissatisfied with our response, you are entitled to appeal to the Information Commissioner. Such an application should be sent to the following address:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

**Phone:** 01625 545745

**Web Site:** [www.ico.gov.uk](http://www.ico.gov.uk)

## **About Non-Personal Information**

Skills Development Scotland seeks to maintain a high standard of transparency and openness with the regard to information handling and publication and is committed to the proactive dissemination of information unless restricted by legislation. [The Freedom of Information \(Scotland\) Act 2002](#) enables the public to have access to unpublished information from Skills Development Scotland, subject to certain conditions.

### **SDS Publication Scheme**

The Freedom of Information (Scotland) Act 2002 requires Scottish public authorities to produce and maintain a publication scheme. Authorities are under a legal obligation to:

- publish the classes of information that they make routinely available
- tell the public how to access the information and what it might cost.

Skills Development Scotland has adopted the Model Publication Scheme 2011 produced by the Scottish Information Commissioner. The Commissioner has approved the scheme until 31<sup>st</sup> May 2015. [Access our Publication Scheme](#)

You can also contact us at the postal and email address below:

#### **Write to:**

Corporate Office  
Skills Development Scotland  
Monteith House  
11 George Square  
Glasgow, G2 1DY

**Email:** [foi@sds.co.uk](mailto:foi@sds.co.uk)

### **How do I Request Information not in the Publication Scheme?**

The Freedom of Information (Scotland) Act 2002 gives you the right to ask for information we hold. The Act states that if you ask for information your request must be in a permanent form which can be used for reference - usually in writing or by email, stating your name and address. You can expect to receive an acknowledgment to your request within 3 working days and a full response within the statutory 20 working day deadline. If you would like to request information you can:

#### **Write to:**

Corporate Office  
Skills Development Scotland  
Monteith House  
11 George Square  
Glasgow, G2 1DY

**Email:** [foi@sds.co.uk](mailto:foi@sds.co.uk)

## **Fees**

You can find further details of charges in our publication scheme which is available at the address outlined above. For information not included in our publication scheme we may refuse to provide you with information if we estimate it will cost us over £600 to find and supply it. If this happens we will, wherever possible, try to provide what we can up to the £600 limit rather than refusing the request outright.

## **Complaints**

When you make an FOI request, you have the right to require us to review our decision. Your request for review should be made within 40 working days of receipt of the information. We will reply within 20 working days of receipt of that request. Following any review, if you still remain dissatisfied then you have the right to make a formal complaint to the Scottish Information Commissioner. If you require a review of a decision to be carried out, please write to:

Corporate Office  
Skills Development Scotland  
Monteith House  
11 George Square  
Glasgow, G2 1DY

If following any review you remain dissatisfied with our response, you are entitled to appeal to the Scottish Information Commissioner. Such an application should be sent to the following address:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

**Phone:** 01334 464610  
**Fax:** 01334 464611  
**Email:** [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)