



Yorkshire Forward Information Charter

This Information Charter sets out the standards you can expect Yorkshire Forward to maintain when we request or hold personal information about you, or confidential or sensitive business information about your business, and how you can address any concerns.

Your privacy is important to us. We may need to obtain personal, or confidential or sensitive business information from you in order to deal with your request or provide services to you. Management of personal information is regulated by the Data Protection Act 1998, with which Yorkshire Forward complies.

When we ask you for personal, confidential or sensitive business information, we will:

- explain why we need it
- only ask for the information we actually need
- protect it and ensure there is no unauthorised access
- let you know if we are intending to share it with other organisations, and whether you can say no
- respect legal obligations of confidentiality and privilege
- not keep it for any longer than necessary; and
- not use personal information for commercial (e.g. marketing) use without your permission

To help us look after your personal, confidential or sensitive business information properly, we ask you to:

- give us accurate information
- tell us which parts are confidential or commercially sensitive; and
- tell us as soon as possible if there are any changes, so that we can keep our records up to date

This helps us to keep your information reliable and up to date.

Finding out more

To find out what personal information Yorkshire Forward holds about you, you will need to submit a subject access request to the Corporate Information Officer. You can do this in several ways:

- complete and return the [Subject Access Request form](#)
- e-mail the Corporate Information Officer at: dataprotection@yorkshire-forward.com
- in a letter addressed to the Corporate Information Officer at:

Yorkshire Forward

Victoria House
2 Victoria Place
Leeds, LS11 5AE

Please provide as much detail as possible to help us answer your request.

You can also contact the Corporate Information Officer if you want to:

- ask us to correct any mistakes
- find out how we check the information we hold is accurate and up-to-date
- find out what agreements we have with other organisations for sharing information
- find out in what circumstances we can pass on your personal information without telling you, for example to prevent and detect crime or to produce anonymised statistics
- find out what guidance is given to Yorkshire Forward staff about handling personal, or confidential or sensitive business information

To find out what business information Yorkshire Forward holds about your business, or another business, you will need to submit a Freedom of Information request in writing to the Corporate Information Officer. You can do this in several ways:

- e-mail the Freedom of Information mailbox at: foi@yorkshire-forward.com
- via the [Freedom of Information](#) page on Yorkshire Forward's website
- in a letter addressed to the Corporate Information Officer at:

Yorkshire Forward
Victoria House
2 Victoria Place
Leeds, LS11 5AE

Please provide as much detail as possible to help us answer your request.

Making a complaint

If you are unhappy with the way Yorkshire Forward has handled your information, please use our [Freedom of Information, Environmental Information Regulations & Data Protection Complaints Procedure](#) and address your complaint to the Executive Director, Finance at the above address.

For more information, please contact:

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:

Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire, SK9 5AF
Tel: 08456 306 060 or 01625 545 745
Website: www.ico.gov.uk