

HAC INFORMATION CHARTER

The HAC needs to handle personal information so that we can perform our statutory duties. 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;
- only ask for what we need, and not to collect too much or irrelevant information;
- protect it and make sure nobody has access to it who shouldn't;
- 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 don't keep it longer than necessary; and
- **not** to make your personal information available for commercial use without your permission.

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;
- agreements and legal obligations we have with other organisations for sharing information;
- circumstances where we can pass on your personal information without telling you, for example, to prevent and detect crime or to 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

The HAC is required by law to publish registers maintained by the Council in accordance with the Hearing Aid Act 1968 (as amended).

FOR MORE INFORMATION, PLEASE CONTACT:

Chris O'Leary
Registrar
Hearing Aid Council
70 St Mary Axe
London EC3A 8BD

Tel: 0203102 4030

Or Email hac@thehearingaidcouncil.org.uk

When we ask you for information, we will adhere 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