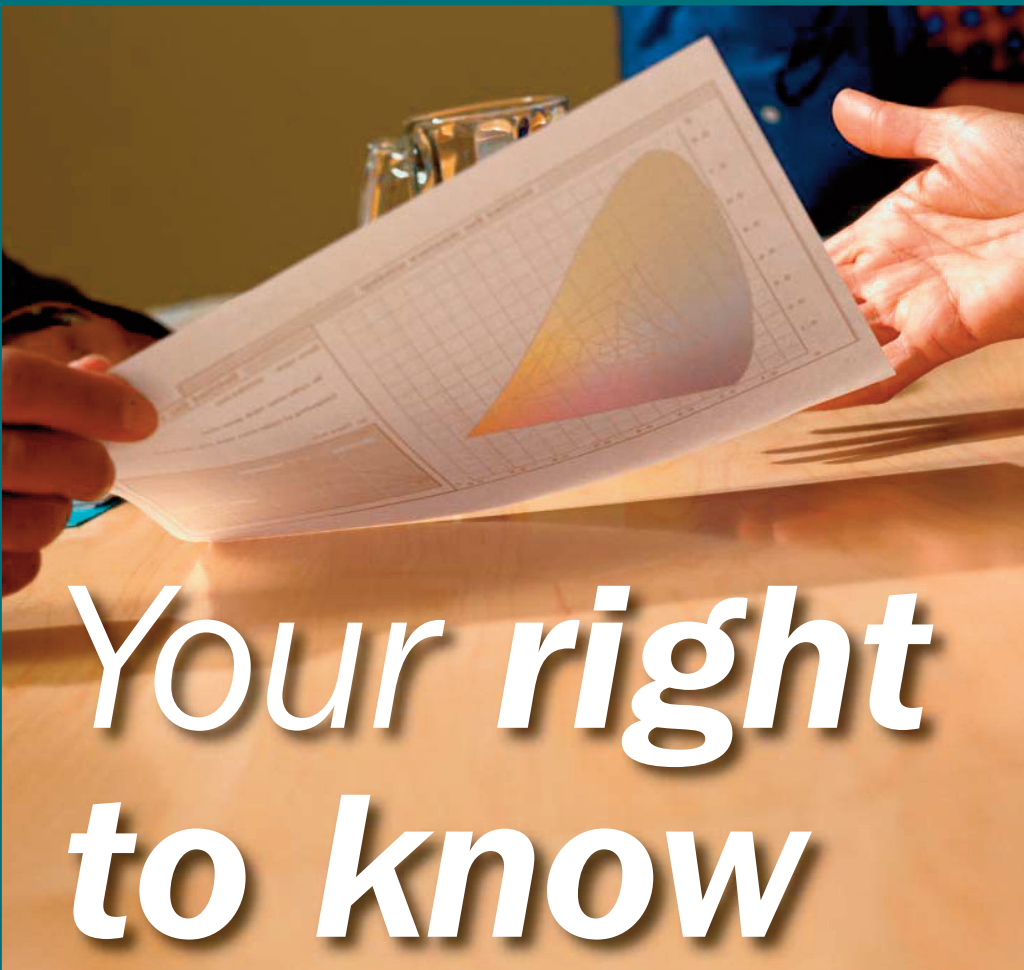


Requests for information



*Your right
to know*



PBNI Probation Board
for Northern Ireland

Did you know that you can request access to your personal information and other types of information held by the Probation Board for Northern Ireland (PBNI)?

Under the Data Protection Act 2018 (DPA) you can request access to your personal information held by PBNI. Under the Environmental Information Regulations 2004 (EIR) you can request information which relates to the environment. Other types of information held by PBNI can be requested under the Freedom of Information Act 2000 (FOI).

PERSONAL INFORMATION

The Data Protection Act 2018 gives you a series of rights around access to your personal information.

Subject to certain conditions*, you have a right:

- to obtain confirmation that your personal information is being processed, and have access to it;
- to have your personal information rectified if it is inaccurate or incomplete;
- to have your personal information erased and to prevent processing, in specific circumstances;
- to object to processing, halt or suspend the processing of your personal information while it is being checked; and
- A right to “data portability” in certain circumstances which means a right to move, copy or transfer personal information easily from one IT environment to another in a safe and secure way.

OTHER TYPES OF INFORMATION

Subject to certain conditions*, the Freedom of Information Act 2000 provides access to information such as records or documents held by PBNI of non-personal nature.

Again subject to certain conditions*, the Environmental Information Regulations 2004 also give access rights to environmental information. Of less direct relevance to PBNI, this would cover information on, for example, land development, pollution, energy production and waste management.

* Where legislation permits, rights of access to information in each area can be limited in certain circumstances for example: where sharing would cause a threat to public safety; would obstruct a criminal process; or in certain circumstances if it was not in the public interest.

HOW TO MAKE A REQUEST UNDER DPA, EIR AND FOI

Requests for information should be made in writing to your relevant, local PBNI office (see contact details at the end of this leaflet).

You can use the request form included in this leaflet. You should provide your name, address and a detailed description of the information you wish to receive.

Alternatively, you can email your request to **dpa@pbni.gsi.gov.uk** (to request personal information) or to **foi@pbni.gsi.gov.uk** (to request any other type of information).

Proof of Identification: Requests for your personal information may require your Date of Birth and may require proof of identity before information is released to you, e.g. a copy of your birth certificate, driving licence or passport.

BEFORE MAKING A REQUEST

However, before you decide to make a request, please check that the information isn't already available on our website.

PBNI has already identified information which you can access automatically through its Model Publication Scheme available on the website **www.pbni.org.uk**. See **Guide to Information** on the home page.

If the information is not available on the website or if you wish to obtain access to information you will need to make a request to PBNI in writing as outlined above.

DO I NEED TO PAY FOR THIS?

There is no charge for requests for information. However, where a request is manifestly unfounded or excessive, we may charge a reasonable fee to cover the administrative costs of complying with that request.

HOW LONG WILL THE PROCESS TAKE?

We will respond to requests for information without undue delay and at the latest within **28 calendar days** of receipt.

However, if the request is complex we may extend the time to respond. If we need an extension, we will let the you know within **28 calendar days** of receiving the request.

We will respond to requests for other types of information (including environmental information) within **20 working days**.

WHAT IF I AM NOT SATISFIED WITH THE OUTCOME?

If you think your request has not been answered properly, that the response has taken too long, or you have been charged too much, you can make a complaint to the local PBNI office who dealt with your request.

PBNI's complaints leaflet and complaints procedures are available to view on our website **www.pbni.org.uk** see **Guide to information/policies and procedures/customer service and complaints**.

If, after PBNI has dealt with your complaint, you are still not happy with the response, you can appeal against the decision to the Information Commissioner who will decide if your request has been handled properly.

For information on how to make a complaint to the Information Commissioner please go to **www.ico.org.uk**. You can contact the Information Commissioner at:

The Information Commissioner's Office - Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303 123 1113.

FURTHER ADVICE

If you require any further advice or assistance in requesting access to information, you can contact:

The Communications Unit (Compliance Section), PBNI HQ, 80/90 North Street, Belfast, BT1 1LD. Tel: 028 90 262400

This information leaflet can be provided in a different format or language upon request to the Communications Unit.

Probation Board for Northern Ireland Information Request Form

Your details

Name: _____

Address: _____

_____ Date of Birth*: __/__/__

Email: _____ Tel: _____

* Only required when making a request for personal information.

Proof of Identification: Requests for your personal information may require your Date of Birth and may require proof of identity before information is released to you, e.g. a copy of your birth certificate, driving licence or passport.

What information do you wish to receive?

Signature: _____

Please return the completed form to your local PBNI office in the first instance (see contact details overleaf).

Notes: It will help avoid delay in responding if your request is as specific as possible. If you need additional space please use another sheet of paper. It will not normally be possible to be given access to personal information of another person unless you have obtained the written consent of that person.

FOR PBNI OFFICE USE ONLY

Request received by _____ Date _____

Outcome: _____

Relevant Legislation

Data Protection Act 2018

Freedom of Information Act 2000

Environmental Information Regulations 2004

PBNI Contact Details

PBNI HQ, 80/90 North St, Belfast BT1 1LD 028 9026 2400
Textphone 028 9026 2490

Communications Unit (Compliance Section) 028 9026 2400

Belfast offices

Assessment Unit, HQ 028 9026 2400
Inspire Women's Project, 41-43 Waring Street, BELFAST BT1 2DY 028 9031 6489
ISU, Alderwood House, Hydebank Road, BELFAST, BT8 7SL 028 9064 4953
Public Protection Team, Seapark, 151 Belfast Road,
CARRICKFERGUS, BT38 8PL 028 9025 9576
Victim Information Scheme, Unit 4, Wallace Studios,
27 Wallace Ave, LISBURN, BT27 4AE 0300 123 3269
72 North Street, BELFAST BT1 1LD 028 9075 7631
297 Newtownards Road, BELFAST, BT4 1AG 028 9073 9445
330 Ormeau Road, BELFAST, BT7 2GE 028 9064 7156
Glenshane House, 202a Andersonstown Road, BELFAST, BT11 9EB 028 9060 2988
Aspire, 41-43 Waring Street, BELFAST BT1 2DY 028 9031 6408

Offices outside Belfast

25 College Street, ARMAGH, BT61 9BT 028 3752 5243
3 Wellington Court, BALLYMENA, BT43 6EQ 028 2565 2549
12 Lodge Road COLERAINE BT52 1NB 028 7035 3141
2 Feeney's Lane, DUNGANNON BT70 1TX 028 8772 2866
14 Dublin Road, Cathcart Square, ENNISKILLEN BT74 6HJ 028 6632 4383
Unit 4, Wallace Studios, 27 Wallace Ave, LISBURN, BT27 4AE 028 9267 4211
8 Crawford Square, LONDONDERRY BT48 7HR 028 7126 4774
7 Limavady Road, LONDONDERRY BT47 6JU 028 7134 6701
9 Kirk Avenue MAGHERAFELT BT45 6BT 028 7963 3341
1d Monaghan Street NEWRY BT35 6BB 028 3026 3955
15 Castle Street, NEWTOWNARDS BT23 7PA 028 9181 7778
Sperrin Centre, 1 Market Street, OMAGH, BT78 1EE 028 8225 4872
12 Church Street, PORTADOWN BT62 3LQ 028 3833 3301

Prison Teams

PBNI, Maghaberry Prison, Ballinderry Upper, LISBURN, BT28 2PT 028 9261 6772
PBNI, Magilligan Prison, Point Road, LIMAVADY, BT49 0LR 028 7772 0583
PBNI, Hydebank Wood College and Women's Prison,
Hospital Road, BELFAST, BT8 8NA 028 9049 4100