



How we look after your information

Information promise





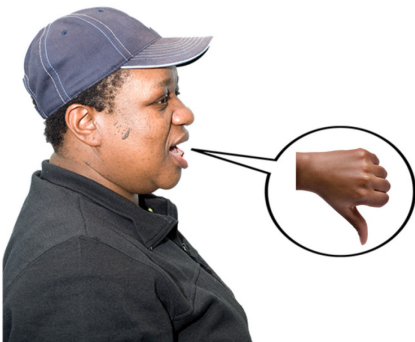
Who we are



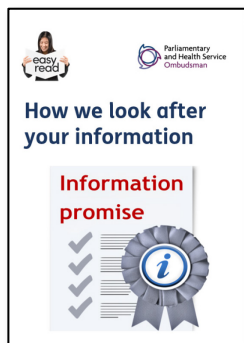
We are called the Parliamentary and Health Service Ombudsman.



We look at **complaints** about UK government services and the NHS in England.



A **complaint** is when someone is unhappy and tells an organisation about it.



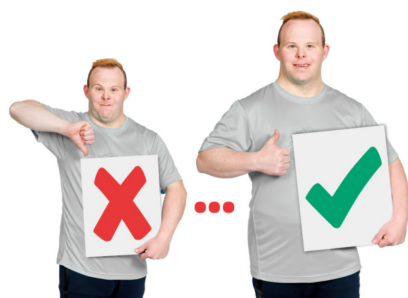
What this leaflet is about



We need lots of information about people to be able to do our job.



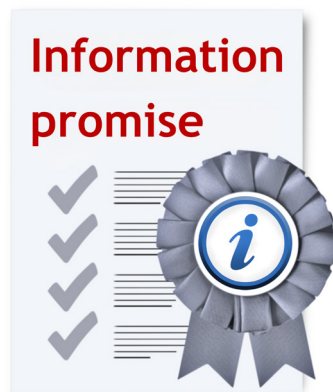
Some of this information is personal and private.



But we need to share information with organisations so that they can learn from complaints and get better.



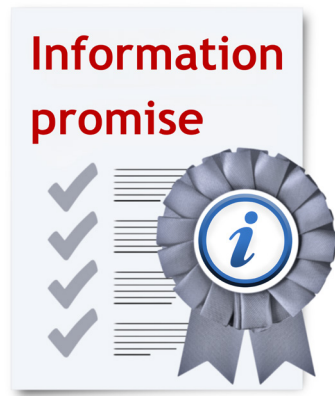
We need to keep this information safe when we share it.



This is why we have a promise about how we look after your information. This is called our information promise.



We wrote this promise with help from our staff, customers and other people we work with.



Our information promise



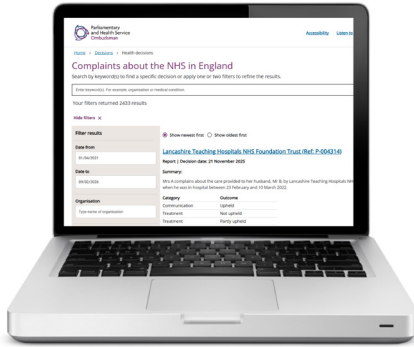
We will look after your information and make sure you can trust us to keep it safe.



We will follow the law and our rules about using your information.



We will tell you what we will do with your information.



We will tell you how we share your information or use it in reports on our website.



We will have good ways to keep your personal information safe.



We will make sure our staff know how to use and look after your information properly.



We will check our work to make sure we keep our promise. And we will tell people how we are doing.

Find out more



You can contact us to find out more about how we look after your information.



Email

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Phone

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Website

www.ombudsman.org.uk