



## Our Information Promise

**How the Parliamentary and Health Service Ombudsman will look after your information.**



The Parliamentary and Health Service Ombudsman looks at complaints about unfair treatment or bad service by:

- the government
- public organisations in the UK
- the NHS in England.





The Ombudsman is not part of the government.



We need a lot of information about people to do our job.



This promise says how we will:

- keep this information safe



- but also share this information to help people learn.



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



Our Information Promise says we will:

- look after the information people give us and make sure they can trust us to keep it safe



- stick to the law and our rules about using information



- say what we will do with information people give us



- tell people clearly how we share information or use it in reports or other papers



- have good ways to keep personal information safe and secure



- make sure our staff understand how to use and look after information properly



- check that we are sticking to this promise and tell people how we are doing.



## Credits

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