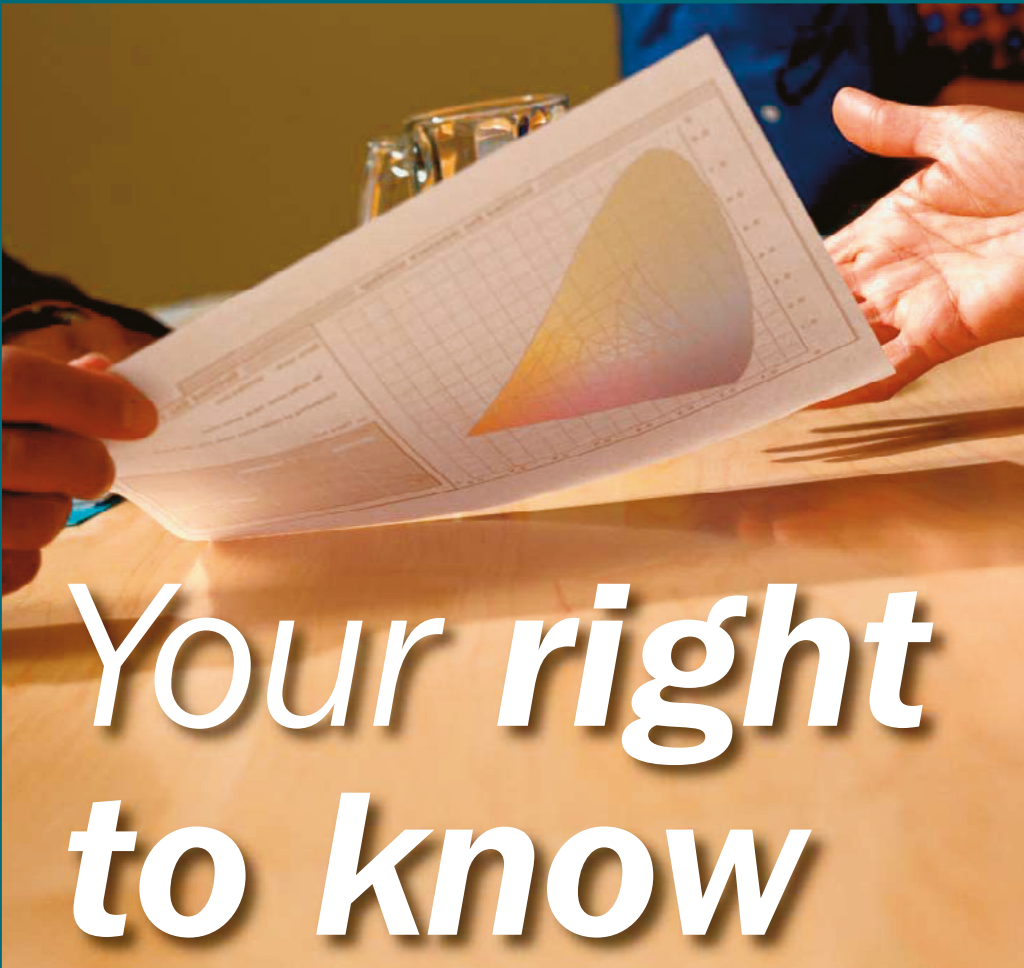


# Requests for information



**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**

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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**

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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

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Requests for information should be made verbally or 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@probation-ni.gov.uk** (to request personal information) or to **foi@probation-ni.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

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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 or verbally as outlined above.

## DO I NEED TO PAY FOR THIS?

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**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?

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We will respond to requests for personal 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?**

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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](http://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](http://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**

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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 522522

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

If you have hearing difficulties, you can call us through Relay UK. Find out how at **[Relayuk.bt.com](http://Relayuk.bt.com)**

# 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

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### Probation Headquarters

80/90 North St, Belfast BT1 1LD  
T: 028 9052 2522

### Communications Unit

(Compliance Section)  
T: 028 9052 2522

## Specialist Teams

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### ISU Alderwood House

Hydebank Wood, Purdysburn Road,  
Belfast, BT8 7SL  
T: 028 9025 7340

### Programme Delivery Unit

1st Floor, 80-90 North Street,  
Belfast, BT1 1LD  
T: 028 9052 2585

### Victim Information Unit

4th Floor, 41-43 Waring Street,  
Belfast, BT1 2DY  
T: 0300 123 3269

### Aspire

4th Floor, 41-43 Waring Street,  
Belfast, BT1 2DY  
T: 028 9031 6436

### Public Protection Team

PSNI Seapark, 151 Belfast Road,  
Carrickfergus, BT38 8PL  
T: 028 9025 9576

## Area Teams

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### West Belfast and Lisburn

Glenshane House, 202a  
Andersonstown Road,  
Belfast, BT11 9EA  
T: 028 9030 6630  
  
Unit 4, Wallace Studios,  
27 Wallace Avenue, Lisburn,  
BT27 4AE  
T: 028 9262 3456

### Down and Ards

15 Castle Street, Newtownards,  
BT23 3PA  
T: 028 9185 8282  
  
Downshire Civic Centre,  
Ardglass Road,  
Downpatrick,  
BT30 6RA  
T: 028 4461 8281

### Rural South

1d Monaghan Street,  
Newry, BT35 6BB  
T: 028 3025 3030  
  
12 Church Street,  
Portadown, BT62 3LQ  
T: 028 3839 7575

### North Belfast and South East Antrim

2171 – 179 Duncairn Gardens,  
Belfast, BT15 2GE  
T: 028 9034 7474

### North Antrim

3 Wellington Court,  
Ballymena, BT43 6EQ  
T: 028 2566 2345  
  
19/20 The Diamond,  
Coleraine, BT52 2DN  
T: 028 7034 6880

### Rural West

Sperrin Centre, 1 Market Street,  
Omagh, BT78 1EE  
T: 028 8225 4872  
  
Cathcart Square, 14 Dublin Road,  
Enniskillen, BT74 6HH  
T: 028 6634 3345

### South and East Belfast

297 Newtownards Road,  
Belfast, BT4 1AG  
T: 028 9052 6655  
  
330 Ormeau Road,  
Belfast, BT7 2GE  
T: 028 9054 1444

1 Curran Road, Larne,  
BT40 1BS  
Contact Ballymena

### Rural Mid Ulster

9 Kirk Avenue, Magherafelt,  
BT45 6BT  
T: 028 7930 2115  
  
2 Feeney's Lane, Dungannon,  
BT70 1TX  
T: 028 8775 4848  
  
25 College Street, Armagh,  
BT61 9BT  
T: 028 3752 9876

### North West

25 Shipquay Street,  
Londonderry, BT48 6DL  
T: 028 7131 9670

## Prison Teams

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### HMP Maghaberry

PBNI, Old Road, Ballinderry Upper,  
Lisburn, BT28 2PT  
T: 028 9261 6772

### HMP Magilligan

PBNI, Point Road, Limavady,  
BT49 0LR  
T: 028 7772 0583

### HMP Hydebank

PBNI, Hospital Road,  
Belfast, BT8 8NA  
T: 028 9049 4100