

# RECIPROCAL ENFORCEMENT OF MAINTENANCE ORDERS UNIT

## PRIVACY NOTICE

### Privacy policy

This privacy policy explains what the Reciprocal Enforcement of Maintenance Orders Unit (REMO) means when we talk about personal data, why we ask for this information about you and what we do with it. It also explains how we store your data, how you can get a copy of the information we have collected about you and how you can complain if you think we've done something wrong.

REMO sits in the Offices of the Official Solicitor and Public Trustee (OSPT). OSPT is an Arm's Length Body of the Ministry of Justice (MoJ). MoJ is the data controller for the personal information we collect.

### About personal data

Personal data includes your name, address or e-mail address, telephone number or date of birth. It also includes personal financial information. For REMO cases, it can also include personal data about your child.

### Why we collect personal data

REMO collects and uses personal data where it is relevant as part of the work we do in carrying out the day to day work of the Central Authority or receiving and transmitting agency for England and Wales to progress incoming and outgoing applications and requests under the 1956 UN Convention on the Recovery Abroad of Maintenance, the 1973 Hague Maintenance Convention, the 2007 Hague Maintenance Convention, the EU Maintenance Regulation 4/2009 and other REMO international agreements. (In formal terms the Lord Chancellor is the Central Authority or receiving and transmitting agency, with MoJ as the data controller, while REMO/OSPT is the data processor on his behalf.)

Applications and requests can be in connection with current or future court or administrative proceedings, or for the purpose of obtaining preliminary information, in connection with maintenance matters.

### When we ask for personal data

Whenever we ask for information about you, we promise to:

- ask for relevant personal information only
- make sure we don't keep it longer than needed
- keep your information safe and make sure nobody can access it unless authorised
- only share your data with other organisations for legitimate purposes
- consider any request you make to correct, stop storing or delete your personal data

We also promise to make it easy for you to:

- tell us at any time if you want us to stop storing your personal data
- make a complaint with the supervisory authority

### The personal data we collect

We only collect the personal data we need to process your case. This can include sensitive information about court or administrative proceedings here or abroad, sensitive information about financial matters and details relating to vulnerable children.

## **Why we collect your personal data**

The international treaties and agreements which are set out above require certain information to be provided to enable your outgoing application or request to be processed by the Central Authority or receiving and transmitting agency or other competent authority in the country to which it is sent. For an incoming application or request which affects you we are required to obtain relevant information to enable the court or competent authority here or abroad to deal with the matter.

## **Where we collect your personal data from**

We collect your information:

- from the person who is owed maintenance in a case being dealt with by the court or a competent authority, by way of completed application forms (incoming and outgoing), letters, e-mails and telephone calls;
- from the person who owes maintenance in a case being dealt with the court or a competent authority, by way of completed application forms (incoming and outgoing), letters, e-mails and telephone calls;
- from an individual making a request for information, by way of completed applications forms, letters, e-mails and telephone calls;
- from legal advisers;
- from Central Authorities or transmitting and receiving agencies designated under the international treaties and agreements;
- from court documents;
- from other Government Departments.

## **Sharing your personal data**

We sometimes need to share your personal information with other organisations. We will only do this when the law says we can. We will never share your information with other organisations for marketing, market research or commercial purposes.

The organisations we share your personal information with are, where relevant in connection with an application or request:

- courts in England and Wales, through staff of Her Majesty's Courts and Tribunals Service including staff of the Maintenance Enforcement Business Centres;
- Central Authorities and receiving and transmitting agencies designated under the international treaties and agreements here and abroad;
- Other Government Departments;
- Legal advisers.

## **Sharing your personal data abroad**

As REMO deals specifically with international matters, we will transfer personal data overseas in order to progress your application or request. When we do this, we will only share your information with countries with which the UK operates an international treaty or agreement.

## **Keeping your personal data**

Your information will be kept for three years after the case is closed.

Rejected and void cases are kept for six months prior to destruction.

Requests for personal information made by the REMO Unit to another Government Department (known as a Specific Measures request) are destroyed six months after receiving the requested data.

## **Accessing your personal information**

You can find out what personal data we have about you by making a subject access request. To do this, please contact:

Disclosure Team  
Post point 10.38  
102 Petty France  
London SW1H 9AJ

## **Getting more information**

You can get more details on:

- agreements we have with other organisations for sharing information
- when we can pass on personal information without telling you, for example, to help with the prevention or detection of crime or to produce anonymised statistics
- instructions we give to staff on how to collect, use or delete your personal information
- how we check that the information we have is accurate and up-to-date
- how to make a complaint

For more information, please contact the MoJ data protection officer at:

Digital and Technology  
Albany House  
94-98 Petty France  
London  
SW1H 9EA

Email: [data.compliance@justice.gov.uk](mailto:data.compliance@justice.gov.uk)

## **Making a complaint**

When we ask you for information, we will keep to the law. If you think that your information has been not been handled correctly, you can contact the Information Commissioner for independent advice about data protection on the address below.

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire, SK9 5AF

Tel: 0303 123 1113  
[www.ico.org.uk](http://www.ico.org.uk)