

Public Trustee - Privacy Notice

Privacy policy

This privacy notice explains what the Public Trustee 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.

The Public Trustee is the data controller of the personal data we store about you. The Public Trustee collects and uses personal data as part of the work we do.

What information do we collect about you and why do we do this?

We collect information about you where it is necessary to fulfil the Public Trustee's legal responsibilities.

Our legal basis for processing this information is that the Public Trustee has to comply with his legal obligations.

Where do we collect this information from?

We collect this information from:

- court documents, when the Public Trustee has been appointed by the court
- the beneficiaries to a Trust
- other Trustees
- sometimes from you in phone or face to face conversations
- your General Practitioner or other medical adviser

We also sometimes obtain information from other agencies, such as local authorities.

How will we use your information?

We use this information to help the Public Trustee to make decisions about the Trust.

Who will we share your information with?

Your information is shared with the court, if there is a court case relating to the Trust. It might also be shared with other Trustees or beneficiaries, or with medical or other experts. Your information will also be shared with the private company that manages the investments that the Public Trustee is responsible for.

How long do you keep my information for?

If the Public Trustee has declined to act, your information will be kept for 2 years.

If the Public Trustee acted as Trustee or Administrator of an Estate, the information about the Estate or Trust and the beneficiaries will be kept for 7 years after the file is closed.

There will be some rare circumstances when the Public Trustee needs to keep your information for longer than this, for example if the Public Trustee's costs have not been paid.

Can I see what information you hold about me?

You have the right to see a copy of the personal information we hold about you (this is called a [Subject Access Request](#)).

Can you correct my information if I tell you it is wrong?

You have a right to ask us to correct any inaccuracies in the information we hold about you. Please contact us if any of the information we have recorded about you is not correct or is out of date. We will either amend the information, or add a note to show that it is contested.

How do we keep your information secure?

Due to the nature of the work the Public Trustee carries out we often deal with personal information that is sensitive. It is our duty to handle this information correctly and protect it from falling into the wrong hands. We protect it by holding new information on our secure electronic case management system and old information in archives on secure premises. We also send sensitive information by secure methods, and use passwords to protect information that we send by email. This ensures that only those with the right to view the information can access it.

What to do if you think there is a problem with the way we handle your information

Please contact us if you have any questions about our privacy notice, the information we hold about you, or how we handle this information:

- by email: enquiries@ospt.gov.uk
- by post:

Official Solicitor & Public Trustee
Post Point 0.53
102 Petty France
London
SW1H 9AJ

If you have any further concerns about how we handle your information, you have a right to complain to the Information Commissioner's Office (ICO) who regulate compliance with data protection legislation: ico.org.uk/