

# **BRB (Residuary) Limited**

## **Information Charter**

### **Introduction**

BRB (Residuary) Limited is a wholly-owned subsidiary of the Secretary of State for Transport. Almost all of the functions of the Company stem from the residuary activities of the British Railways Board (“BRB”).

When BRB was privatised a number of functions were transferred to this Company, including liabilities and obligations. In brief, we are required to:

- 1) manage and dispose of a significant portfolio of non-operational and a few operational properties;
- 2) manage and exit (when good financial opportunities arise) a portfolio of freehold and leasehold offices;
- 3) manage a ‘burdensome’ estate of approximately 3800 structures such as bridges, viaducts, culverts, retaining walls and tunnels associated with closed branch lines (74 of which are listed structures);
- 4) manage a large number of historic employee injury, environmental, public liability and other claims; and
- 5) manage a number of smaller inherited functions, including intellectual property rights.

We do not provide services to the public.

### **Personal information**

In order to undertake those functions, we need to hold “protected personal data” in the context of property transactions, claims and our staff.

Much of the above information is held also by delivery agents operating on our behalf under contract, in particular in regard to:

- sale and letting of non-operational and operational properties;
- letting of offices;
- managing claims;
- payroll; and
- information technology services.

Each of the contracts relating to the above contains a confidentiality clause. Where we are not able to mandate their approach to dealing with protected personal data, we will use our best endeavours to ensure that our delivery agents comply with the requirements of the Data Protection Act, other relevant legislation and the requirements of this charter.

## **Protection of information**

We know how important it is to protect your privacy in regard to the above information and to comply with the Data Protection Act, 1998. If we ask for your personal information we will:

- let you know why we need it;
- only ask for what we need, and not collect excessive or irrelevant information;
- make sure nobody has access to it who shouldn't;
- let you know if we share it with other organisations and whether you can say no;
- only keep it for as long as we need to; and
- not make it available for commercial use (such as marketing) without your permission.

In dealing with your personal information, we will also:

- value the personal information entrusted to us and make sure we respect that trust;
- abide by the law when it comes to handling personal information;
- consider the privacy risks when we are planning to use or hold personal information in new ways, such as introducing new systems; and
- provide instruction to staff to handle personal information and respond appropriately if personal information is not used or protected properly.

In return, to help us keep your information reliable and up to date, we ask you to:

- give us accurate information; and
- tell us as soon as possible of any changes, such as a change of address.

## **Sharing information**

We are committed to undertaking our functions in an effective and efficient manner. In order to do so, we may need to share personal information within our Company, with our delivery agents and with other bodies where it would be compatible with the purpose for which we collected it, and/or where we are required to do so by law.

There are some cases where we can pass on your information without telling you, for example to prevent and detect crime. We will, however, act only in accordance with the requirements of the Data Protection Act and other relevant legislation.

## **How to find out what personal information we hold about you**

You can find out if we hold any personal information about you by making a “subject access request” under the Data Protection Act 1998. If we do hold information about you we will:

- give you a description of it;
- tell you why we are holding it;
- tell you to whom it could be disclosed; and
- let you have a copy of the information in an intelligible form.

We will normally let you have a response within 20 working days.

## **How to make a complaint**

If you are unhappy with the way we have handled your personal information and wish to make a complaint, please write to us. We will normally let you have a full response within 20 working days. If it is not possible to respond fully within that timescale, we will write and let you know and say when you should receive a full response.

We will correct any information which is found to be factually incorrect, subject to appropriate evidence.

## **Our contact point**

Subject access requests and complaints should be addressed to:

Mr Peter Trewin  
Director, Legal and Secretariat  
BRB (Residuary) Limited  
Whittles House  
14 Pentonville Road  
London N1 9HF

Phone: 020 7904 5027  
E-mail: [peter.trewin@brbr.gov.uk](mailto:peter.trewin@brbr.gov.uk)

We will not normally charge for this information.

BRB (Residuary) Limited  
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