

How NRCPD processes your correspondence

We will keep a record of the correspondence you send us on a database. Examples of the information we will keep are:

- Name and address of sender
- Subject of the letter
- Date of receipt
- The status of our response to you.

The personal details we record are used only by us for the purpose of dealing with your correspondence.

Correspondence of a personal nature (about your registration status, or perhaps initiating a complaint) is exempt from the terms of our [publication scheme](#). It will be handled in line with our responsibilities under the data protection act and our [data commitment](#).

Correspondence of a more general nature, including formal interaction with partners (letters from approved training providers, representative bodies, and individuals making more general points) are likely to be subject to our [publication scheme](#) and you should expect these, and our responses, to be published on our website in the language in which it is provided to us. Where a letter you send is subject to the publication scheme we will inform you of the publishing date. You are able to appeal our decision to publish in whole or in part by putting your case in writing or video letter to the Registration Manager.

Our [publication scheme](#) requires us to consider applications to publish information we hold from members of the public. The information you have provided to us might be requested under that scheme. We are committed to consider all requests for information within the spirit of the scheme. Our response to such requests will be in accordance with that commitment.

We will keep a record of all unpublished information that results from dealing with your correspondence, from the beginning to satisfactory completion. We will review the information we hold periodically and when the information reaches three years old we will destroy it, in all but exceptional circumstances.

Related documents

For clarity this document should be read in conjunction with:

- [Data commitment](#)
- [NRCPD Publication Scheme](#)