

Your personal information: your rights

Introduction

We hold information about the people who use our services. This means that if you see a social worker/care worker or are supported by us in any way, we will keep information about how we support you.

Sometimes, it is necessary to hold information about people who are not directly receiving services from us but who know, or have been involved in some way, with people who are.

We keep these records on computer and on paper file. The Data Protection Act 1998 says that you have the right to see any information held about you.

This factsheet explains what kind of information we might keep and how you can see it.

Why do you need to keep information about me?

We ask you for information to help us provide the support services you need when you need them.

We need information like the names and addresses of your family, doctors, etc so that we know who to contact should the need arise.

We also need to keep records about the kind of support you need so that if your usual support worker is not able to visit, someone else will be able to step in.

What about confidentiality?

We keep information about many different people as part of our daily work, just like your doctor or bank might. We are very careful to ensure that the information we have (which can be very personal) is kept securely.

Will my information be shared?

Sometimes, in order to support you properly, we need to share information about you with others, such as health workers. We have strict rules we must follow before we can do this.

Your personal information will only be shared with others if you give us your permission to do so, or in special limited circumstances, e.g. in an emergency or, in the public interest or if we had a legal duty to do so.

We may also share your information if you, or another person, may be at risk of harm. In this situation, we would carry out a risk assessment with other professionals – you would receive a copy of it.

How do I arrange to see my information?

You can ask the people who usually work with you. If you prefer, you can contact us direct.

We have a duty to keep personal information safe and secure, and so we might do some identity checks before we can release it. You can also ask a relative or another professional to contact us on your behalf – we would have to check that they have your permission first.

Can I see everything on my file?

In general, you have the right to know what is written about you. You have the right to see the information and to check that the information is accurate.

The Data Protection Act states, however, that some information on your records can be kept from you, e.g. information about another person, or if the information is likely to result in serious harm to anyone.

We cannot usually show you information from other organisations, e.g. your doctor. If you want to see that information, you need to contact that organisation directly.

Help us get it right

If you are not happy with the way we deal with your enquiry, please let us know.

We welcome all complaints and comments as they help us to get things right in the future.

More information about this is available in the leaflet, **Complaints: How to be Heard**.

Our contact details

If you need further information, please contact us.

Telephone: 01495 762200

E-mail: socialcareCallTorfaen@torfaen.gov.uk

Our Address:

Torfaen Social Care and Housing Services
Civic Centre
Pontypool
Torfaen NP4 6YB

This factsheet can be made available in other languages and formats upon request.

Please contact us in order to arrange this.