



Nottinghamshire  
County Council

# Information we hold about you



## Data Protection Act



## Freedom of Information Act



*Why*  
we need to  
collect it

*What*  
we might  
do with it

*How*  
you can  
access it

February 2008

# Notes

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# Contents

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Why is information collected about me? _____	3
What kinds of information do you keep _____ about me?	3
What do you use my information for? _____	4
Do you share information about me with _____ other organisations?	4
Who else can see information about me? _____	5
How long do you keep information _____ about me?	6
How do I find out what information you _____ have about me?	6
What happens when I ask to see _____ information about me?	7
If information about me is wrong _____ what can I do?	7
Can I see information about _____ someone else?	8
Are there other kinds of information _____ I can request?	8
Contact information _____	9 – 10

## Why is information collected about me?

When you use social care services provided by the County Council we ask you to give us information about yourself. We start to collect your information from the first time we are in contact with you, or with someone contacting us on your behalf.

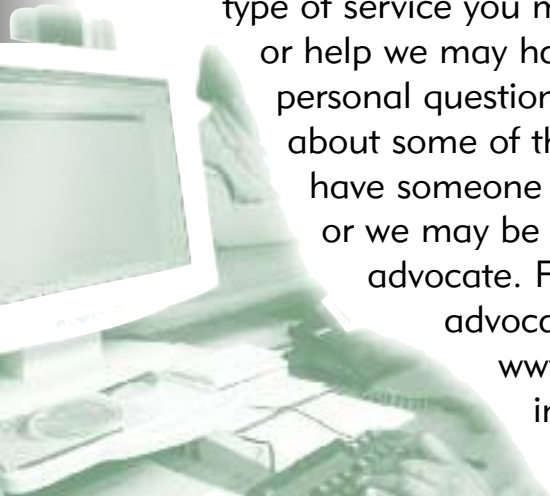
This information helps to make sure that you receive the best service we can deliver. The information may be written, or held on our computer systems.

## What kinds of information do you keep about me?

This information could include:

- basic details such as your name, address, date of birth
- details about your current living arrangements
- details about your physical and mental health
- details of services you currently receive and which organisations provide them.

The information we need to collect will depend upon the type of service you may need. To get some services or help we may have to ask you some quite personal questions. You may find it difficult to talk about some of the areas we ask about. You can have someone you know present to support you or we may be able to provide you with an advocate. For more information on advocacy see our website [www.nottinghamshire.gov.uk/independentadvocacy](http://www.nottinghamshire.gov.uk/independentadvocacy).



## What do you use my information for?

We use your information to:

- decide whether we can help you
- arrange the most suitable service for you
- record the work we do with you
- monitor the services we provide
- investigate your concerns if you need to complain.

## Do you share information about me with other organisations?

Everyone working in social care services has a duty to keep information about you confidential. However, we may need to share information about you with other professionals or agencies in order to provide you with the best service we can deliver. We will always try to talk to you first and will usually ask for your permission to share your information.

By law, and where it is in the public interest, we must sometimes share your information without your permission.

For example:

- where there is a risk of harm or abuse to you or other people
- to assist the Police in the prevention and detection of crime
- where it is required by the courts.

## Who else can see information about me?

Sometimes other people, such as relatives or carers, may ask for information about you. We will only give them this information if they are acting with your agreement and on your behalf.

If you are under 18, someone with parental responsibility for you may be able to see what is recorded about you. This will depend on your particular family circumstances and we will talk to you about this wherever possible.

We can provide you with help if you have difficulty:

- understanding how to ask for information about yourself OR
- in giving your agreement for someone else to see information about you.

Please get in touch with one of our local offices for further information (see page 10 for contact details).

In some cases a relative might ask for information about someone who has died. When this happens we will decide whether letting them have this information would be a breach of confidentiality, which extends after death.



## How long do you keep information about me?

The Data Protection Act 1998 states that personal information must not be kept for longer than is necessary. We aim to keep information about you only when it is relevant to the services that we provide. We have a policy to guide us on when we should destroy personal information.

## How do I find out what information you have about me?

You can ask anyone working with you to share information they are recording about you.

If you want to see information that has already been stored you can do this whether it is held in computer or paper files. All you need to do is write to your local office and make a request to see information held about you.

Information about you may also be held in another person's records, for example a relative of yours. You are still able to see information about you, wherever it is held.

## What happens when I ask to see information held about me?

When you ask to see information held about you, we may contact you to discuss this and check your identity.

We will always try to show you as much information as possible but you do not have an automatic right to see information which is about another person.

If you need assistance to read the information we will arrange for a member of staff to help you and you can bring someone with you for support. We can also give you a photocopy of any information we show you.

The Data Protection Act states that we must respond to a valid written request from you within **40 calendar days**.

## If information about me is wrong what can I do?

If you can show that the information recorded about you is inaccurate we will correct it. If you disagree with what is recorded then your views can be added to the records.



## Can I see information about someone else?

If you wish to see information about a relative or someone you are caring for you, and you are not acting with their permission or on their behalf, you can make a written request to your local office. However, you do not have an automatic right to see another person's information.

This kind of request will be dealt with under the Freedom of Information Act 2000, which states that we must respond to a valid written request within **20 working days**.

## Are there other kinds of information I can request?

Information about services from Nottinghamshire County Council is freely available. A good place to find this information is the County Council's website – [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Leaflets about many of our services are also available at libraries, local offices and from the Customer Service Centre Tel: 08449 80 80 80 (Call cost 3p/minute from BT landlines. Mobile costs may vary.)

If you wish to see information about the business of the Council you can make a request under the Freedom of Information Act. We must provide the information within 20 working days of receiving a valid written request from you. If we are not able to provide the information we must give you a reason for this.

If you have more detailed questions about the Data Protection Act or the Freedom of Information Act, you can contact:

**Information Commissioner  
Wycliffe House, Water Lane  
Wilmslow, Cheshire.  
SK9 5AF**

**Helpline: 08456 30 60 60**

Monday - Friday 9am - 5pm

Or visit the websites:

[www.ico.gov.uk](http://www.ico.gov.uk)

[www.nottinghamshire.gov.uk/accesstorecords](http://www.nottinghamshire.gov.uk/accesstorecords)

## **Emergency Duty Team**

In an emergency situation that cannot wait until the following working day the Emergency Duty Team may be able to help. Telephone **0300 456 4546** outside office hours or on a weekend/bank holiday.

## Local social care offices

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**Ashfield and Mansfield:** Lawn View House, 40 Station Road, Sutton-in-Ashfield, Notts. NG17 5GA

☎ **01623 434 000** *minicom:* **01623 434 200**

**Broxtowe:** Prospect House, Beeston, Nottingham. NG9 2JR

☎ **0115 917 5800** *minicom:* **0115 917 5808**

**Gedling:** Sir John Robinson Way, Arnold, Nottingham. NG5 6DB

☎ **0115 854 6000** *minicom:* **0115 844 7338**

**Newark & Sherwood and Bassetlaw:** Welbeck House, Sherwood Energy Village, Ollerton, Notts. NG22 9FF

☎ **01623 520 520**

**Rushcliffe:** The Hall, West Bridgford, Nottingham. NG2 6AD

☎ **0115 914 1500**

## County Contacts

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### Retford County Contact

17B The Square, Retford  
Notts. DN22 6DB

☎ **01777 713 800**

### Mansfield County Contact

16 Regent Street, Mansfield  
Notts. NG18 1SS

☎ **01623 476 800**

### Sutton County Contact

Idlewells Centre, Sutton in  
Ashfield, Notts. NG17 1BP

☎ **01623 476 800**

### Arnold County Contact

Civic Centre, Arnot Hill Park,  
Arnold, Notts. NG5 6LU

☎ **0115 901 3957**

### Worksop County Contact

Queens Buildings, Potter  
Street, Worksop, Notts.  
S80 2AH

☎ **01909 533 713**

### Rufford County Contact

The Abbey, Rufford Country  
Park, Ollerton, Newark,  
Notts. NG22 9DF

☎ **01623 821 338**

## Urdu

اگر آپ اس اشاعت کو کسی اور صورت میں چاہتے ہیں تو اس کا اردو  
ترجمہ ہوتے ہیں تو براہ مہربانی کسٹمر سروس سینٹر  
سے رابطہ کیجئے ۔

## Hindi

यदि आपको यह प्रश्नकल किसी दूसरी फोरमेट या  
हिन्दी भाषा में चाहिये तो कृपया आम कस्टमर  
सर्विस सेंटर से सम्पर्क करें ।

## Punjabi

ਜੇਕਰ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਕੁਹਲੂ ਕਿਸੀ ਦੂਸਰੀ  
ਫੋਰਮੈਟ ਯਾ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ  
ਤੁਸੀਂ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

## Polish

Proszę o kontakt z Customer  
Service Centre jeżeli chcieliby  
Państwo uzyskać tą publikację w  
innym formacie lub po polsku.

Contact the Customer Service Centre if you need  
the information in a different language or format:

Customer Service Centre, PO Box 9320,  
Nottingham. NG15 5BL

phone **0844 9 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

e-mail **customerservice.centre@nottscg.gov.uk**

website **www.nottinghamshire.gov.uk**



Published by Nottinghamshire County Council  
Adult Social Care and Health Department

Printed by Design Publications and Print

Design by ASCH Information Team

Photos from [www.JohnBirdsall.co.uk](http://www.JohnBirdsall.co.uk) (posed by models)  
and [www.photolibrary.nhs.uk](http://www.photolibrary.nhs.uk)

Ref: ASCH/211e/02.08