

Information we hold about you

To provide you with a service we need to have information about you. We start to record information from the first time we are in contact with you (or when someone contacts us on your behalf).

What information do you keep about me?

The information we record depends on the service you need. It could include details such as:

- your name, address, NHS number and date of birth
- your living arrangements
- your health
- services you already receive.

What do you use my information for?

Example uses include:

- deciding whether we can help you
- arranging the best service possible
- recording the work we do with you
- monitoring and improving the service we provide
- investigating any concerns or complaints you might have.

Do you share my information with anyone?

We keep your information secure and it is only available to people who need it to provide you with a service.

With your permission we may share it with other people (such as your GP) if that helps to provide you with a better service.

In exceptional circumstances we may share it without your permission. For example:

- Where there is a risk of harm or abuse to you or others
- To help the police prevent or detect crime
- Where the courts require it.

Keeping records

We only keep your information long enough to provide you with a quality service and to comply with the law. This time varies depending on the type of information and your situation.

Seeing information we hold about you

To see the information we hold about you the request must be made in writing by:

- letter
- email
- fax

So that we can find your records your request **must** include your:

- Name
- Address
- Date of birth

It will also help us contact you if you include your phone number and email address.

Send your request to:

- Post: Customer Service Centre, PO Box 9320, Nottingham NG15 5BL
- Email: enquiries@nottscc.gov.uk
- Fax: 01623 43 49 90

For your own protection, when we receive a request we may contact you to check your identity.

How long will it take to see my records?

We will respond to all valid written requests within **40 calendar days**. If we cannot meet this timescale we will contact you and let you know why.

What can I do if I think the information is wrong?

If your records are shown to be inaccurate we will review them.

If you want further information about your rights you can contact:

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113
www.ico.gov.uk

Independent advocacy

If you find it difficult to say what you want to say an independent advocate may be able to help. For more information see our website:

<http://www.nottinghamshire.gov.uk/care/adult-social-care/advocacy>

Contact information:

Phone: 0300 500 80 80

Email: enquiries@nottscg.gov.uk

Website: www.nottinghamshire.gov.uk

Minicom: 01623 869598

Emergency Duty Team: 0300 456 4546

Mon – Thurs: 5pm – 8.30am

Operates 24 hours at weekends from 4.30pm on Fridays to 8.30am on Mondays.

Operates 24 hours during all public holidays.

Phone 0300 500 80 80 if you need the information in a different language or format.

The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at:

<https://www.nottinghamshire.gov.uk/global-content/privacy>