



PROTECTING YOUR

PERSONAL INFORMATION

This leaflet explains what information we keep about you and how we keep it safe.



LONDON BOROUGH OF
RICHMOND UPON THAMES

What information do we keep about you?

We have a duty to support and care for those most in need. To do this, we must hold records about you, your personal circumstances, and the services/care you are receiving or may need to receive in the future.

We keep this information, securely either as an electronic record or on paper. This information may include:

- Basic details about you, such as address, date of birth, postcode, sex, first language, next of kin, NHS number and ethnic group
- Current and past contacts we have had with you
- Notes and reports about your care and support, health or housing needs
- Details and records about the services you receive and who is providing these services including support provided by any unpaid carers and family members
- Relevant information from other providers, for example care providers, home support agencies, voluntary organisations, housing associations and the NHS
- Photos or videos you have consented to be taken and stored as part of your record
- Data from care technology, such as how often a device is used, who uses it and whether there is any change which may indicate the need for further support.

Please note that this is not a full list of the types of information we hold or handle.

Why do we keep this information about you?

The information we keep is used to ensure that we can:

- Contact you
- Make informed decisions with you about your care and support needs
- Refer you to other services, if required
- Work effectively with others who also provide you with care and support, such as home support agencies, voluntary organisations, housing associations and the NHS
- Review and monitor that your care and support is meeting your needs including any financial contribution that you may be making
- Carry out research to improve the services we provide and ensure they meet people's needs
- Use the information to compile reports and statistics for local and national planning of care services. The information will always be anonymised
- Investigate any concerns or complaints about your services
- Plan and improve the services, we offer and evidence positive outcomes.

How we manage your information

We manage, maintain and protect all information according to current legislation, our local policies and best practices.

We have security measures in place that maintain and safeguard the confidentiality, reliability and availability of our data and systems.

All information is stored, processed and communicated securely and is only made available to authorised members of staff on a need to know basis. Only the minimum amount of information required will be shared.

How we handle your personal information

We know how important it is to protect your privacy and work within the terms of the General Data Protection Regulations (GDPR). We will safeguard your information and, in most circumstances, will not disclose personal data without your consent.

If we ask you for personal information we promise to:

- Make sure you know why we need it
- Ask only for what we need and not collect too much or irrelevant information
- Protect it and make sure it is only available to authorised members of staff
- Share information with health providers to improve the care we can provide you. We ask for your consent to share it with other organisations and give you the chance to refuse permission.
- Make sure we don't keep it longer than is necessary
- Not make your personal information available for commercial use
- Consider your request if you ask us to stop holding and processing data about you
- Notify you if your data is disclosed inappropriately.

In return we ask that you:

- Give us accurate information
- Tell us as soon as possible if there are any changes to your personal circumstances such as your address or financial circumstances.

This helps us to keep your information reliable and up to date at all times

It is good practice for any organisations providing care and support to you to:

- Discuss and agree with you what they intend to record about you
- Give you a copy of letters and other documents they write about you
- Show you what they have recorded about you
- Ask for your permission to share information with other organisations; and
- Let you know what they have told others about you and who those other organisations are.

Who can see the information held about you?

Only individuals and organisations who are directly involved in your care and support will have access to your records regularly. This includes health and social care professionals. Everyone involved in providing services to you has a legal duty to keep information about you confidential and secure.

Where other agencies are involved in providing a service, they too will have access to your records. However, in these circumstances only relevant information will be shared.

Your information will not be disclosed to third parties such as partners, relatives, friends, or carers without your consent unless the disclosure of this information is required by law or the health or safety of others is at risk.

Examples of who we share personal information with:

- Ambulance services
- External care providers
- GPs
- Hospitals and other health partners
- Housing organisations
- Police
- Care technology providers
- Voluntary organisations.

Why do we share this information?

We do this to reduce the number of times you are asked the same questions and help staff make better and quicker assessments and plans with you. It also enables agencies to work together more efficiently allowing quicker and easier access to services and support from all involved.

While we normally ask for your consent before we share your personal information, there are some circumstances where we are allowed by law to use certain personal information without permission.

We share information with health professionals to improve the quality of the service you receive. Occasions when we have a duty to pass on information without consent include:

- If we need to help police with a criminal investigation
- If it is in the public interest to do so
- To stop the spread of infectious diseases, such as tuberculosis
- Where a court order has been issued. In these circumstances we only share the relevant information after it has been agreed by a senior manager.

What are my rights?

We make every effort to handle your information in a way that respects your rights and meet the requirements of the General Data Protection Regulations (GDPR). You have the right to:

- Expect your information to be kept lawfully, fairly and in a transparent manner
- Have inaccurate or incomplete personal data rectified or completed – you may not always be able to change or remove information we keep. However, we will correct factual inaccuracies and may include your comments in the records.
- Withdraw consent for your information to be held or shared outside Health and Social Care organisations – however, you may be risking the level of care and support you will receive because of withdrawing your consent.

If you would like to see the information we hold about you, you have the right to access your personal information under GDPR. This is commonly referred to as a **subject access request**.

You can make a subject access request verbally or in writing or make a request online at **[richmond.gov.uk/data_protection](https://richmond.gov.uk/data-protection)**

You can appoint someone else to make a request on your behalf, such as a family member or solicitor. However, they will either need written consent from you which allows us to disclose your information or have Power of Attorney or Deputy to legally act on your behalf.

Please note you will have to provide adequate proof of identification before we can share a copy of your record.

For further information on our Privacy Notice please visit our website at **[richmond.gov.uk/adult_social_privacy_notice](https://richmond.gov.uk/adult-social-care-privacy-notice)**

Further information

For further information complete our online enquiry form
richmond.gov.uk/make-an-adult-social-care-enquiry



Visit our web pages
richmond.gov.uk/adultsocialcare

Our contact details

Monday to Friday from 9am to 5pm.

Telephone: (020) 8891 7971

SMS Phone: 07860 034 792

Email: adultsocialcare@richmond.gov.uk

Write to us at:

Richmond Council

Adult Social Care and Public Health

Civic Centre, 44 York Street

Twickenham, TW1 3BZ

For information on our Privacy Notice please visit
richmond.gov.uk/data_protection

If you have difficulty understanding this publication and you would like this leaflet in a different language, large print or Braille please call: **(020) 8891 7971.**