

How we use your information (Privacy Notice)

Easy Read Version



We want to let you know:

- Why we collect information about you
- How we use the information
- Who we might share the information with
- Your rights
- How we keep your records confidential (private)



Why we collect information about you

At Pentreath we want to provide you with good quality support.



To do this we must keep records about you, your wellbeing and the support we provide or plan to provide for you.



Name _____

Address _____

Phone Number _____

Questions



1. What do you think about it?

Good

Bad

Not sure



We collect things like:

- Your address, your date of birth and next of kin (your closest relative)
- Contact we have had with you - advice and guidance visits
- Notes and reports about your wellbeing
- Details and records about your support/activities
- Results of questionnaires
- Useful information from people who support you

People in Pentreath who provide support will:

- Talk to you and agree with you what they are going to write about you
- Give you a copy of letters they are writing about you
- Show you what they have written about you – if you ask to see this



People who support you, use your records to:

- Provide a good basis for all support decisions made with you and other support professionals
- Give good support if you have a job and for your wellbeing
- Make sure your support is safe and right for you
- Work well with others providing you with support



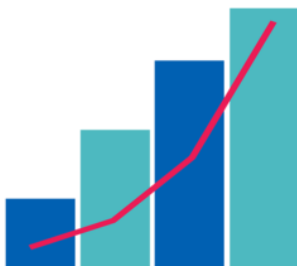
Others may also need to use records about you to:



- Check the quality of support
- Keep track of what is being spent on support
- Manage Pentreath services
- Help look into any worries or complaints you have about your support
- Teach support workers
- Help with research



✓ Some information will be held for statistics.



✓ We ensure that people cannot be identified from the information we hold.

✓ Sometimes we may need to use information which identifies you for things like auditing.



✓ If we use your personal information it will be for contract or legal reasons or with your consent. You can say no if you want to.

You have rights to see all records about you.

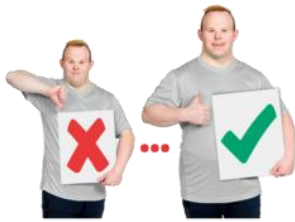


- You will need to ask in writing if you want to see your information
- We will get back to you within 30 working days
- You will need to give some information: your full name and address and date of birth
- You will need to provide ID (some information which proves who you are, this could be a passport)



You have the right to make sure that your information is correct

If you think anything is wrong please let us know and we will correct it.



You have the right to have information deleted (taken off)

You can ask that we delete your information but some data is protected.



How we keep your records confidential (private)

All of our staff are trained to keep your data private and cannot share this to unauthorised people.



We have a duty to:



- Keep full and accurate records of the support we provide to you
- Keep records about you confidential and safe
- Provide information in a way that is easier for you to access and understand.

We will not share information that identifies you unless:



- You ask us to do so
- We ask and you tell us that we can
- We have to do this by law
- We have a contract need as part of your support
- We have a duty of care to do so



We may share information with the following:



- NHS Trusts
- Jobcentre Plus
- Other people who fund your support

If you agree, we may also share your information with:



- Social Services
- Education Services
- Local Authorities
- Voluntary Sector Providers
- Private Sector (employers, private counsellors)



Anyone who receives information from us also has a legal duty to: **KEEP IT CONFIDENTIAL!**



Pentreath is registered with the Information Commissioners Office as a data controller.