

## **Your Information... Your Rights - A guide to how we use and protect your information**

### **What do we use your information for?**

We want to offer a wide range of health and social care services that meet your needs and give you the best possible coordinated care. To help us do this it is important that all partner agencies (for example health, education, housing and fire service) can – within reason – share information about your welfare.

During your contact with Lancashire County Council, we will ask you for information so that you can receive an appropriate social care service.

We keep this information, together with details of our work with you and any services you receive, because it may be needed if we see you again.

We will keep information about your care within your social care record folder, or in computer systems.

Information may also be needed to help educate future care staff, and to carry out research for the benefit of everyone. Normally researchers will only have access to information from which identifying details (such as name and address) have been removed.

### **We may need your information so we can:**

- Deliver social care
- Manage and plan services
- Review, account for, and learn how to improve what we do.

You will be asked to consent for information about you to be shared. You can decide how much information you wish to give or withhold. However, you should be aware that without some information, we might not be able to provide you with the care you need.

### **Who else sees my information?**

You may be receiving care and support from other people as well as Lancashire County Council. So that we can all work together for your benefit we may need to share some information about you with the other people who are providing services to you.

We will only pass on information about you if people have a genuine need for it and when it is in your interest. Generally, to allow the sharing of information, we must get your consent although there are some exceptions to this rule, such as when safety and other important issues such as the prevention of crime outweigh everything else.

Sometimes a 'care team' will provide your care. This might include health workers and people from other services, such as housing services or people from voluntary organisations.

If we receive a request for information about you, we will only disclose it if we have a legal right to do so. Information will only be shared on the basis of the rules described in this leaflet.

### **How do we protect your information?**

We understand the personal and sensitive nature of your information. Everyone working for Lancashire County Council and the partner organisations we share information with is under a legal duty to keep your records confidential. All paper and electronic records are stored securely to prevent any unauthorised access or use.

### **Our Commitment to you ...**

Where possible,

- We will ask for permission to collect and share your information
- We will inform you why we are using your information – and we will only use it for those purposes
- We will not ask you about anything which is not relevant to your care needs
- We will keep the information about you as accurate and up to date as possible but we need your help to do this
- We will keep your information confidential under the Data Protection Act 1998, the Human Rights Act 1998, and other relevant laws
- We will keep your information confidential and respect your right to a private and family life under the Human Rights Act 1998 – this includes your right to see information that has been recorded about you
- We will protect your information from being misused and treat your information with the highest standards of confidentiality
- We will not share information that identifies you, unless:
  - you ask us to
  - we ask and you give us permission
  - we have to do this by law, or
  - we have good reason to believe that not sharing the information would put someone else at risk.
- If we share information without your permission, we will make sure that we follow national guidelines on best practice.

- We will keep personal records for some time after we have stopped delivering services to you. This is so that we can restart a service to you later if necessary. However, records are safely destroyed after a reasonable period. (In some cases, such as children who have been looked after by the directorate or adopted, we retain records for a much longer period because the information may become an important part of their identity later in life). You can find out more about retention and destruction periods through the Lancashire County Council website: [www.lancashire.gov.uk](http://www.lancashire.gov.uk)

You can contact our Data Protection Team by writing to:

**Access to Information Team  
Lancashire County Council  
PO Box 78  
County Hall  
Preston PR1 8XJ**

or by email ([data.protection@lancscc.gov.uk](mailto:data.protection@lancscc.gov.uk)) for more copies of this leaflet or for further information.

If you have a complaint about how we use your information, you should contact us, in the first instance. If you are not satisfied you can write to:

**The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF Phone: 08456 30 60 60  
Website: [www.ico.gov.uk](http://www.ico.gov.uk)**

### **What you can do**

- Tell us about any information in your records which is wrong, so we can alter or update it.
- At some time, we might ask your permission to use records which could identify you, so we can carry out research. We will always explain why we are carrying out the research. Please give us permission to use your records, unless you feel strongly that you do not want your information used in this way.
- Allow us to share as much information about you as we need to provide you with support and care. If you do not give us permission to share your information, we may not be able to provide you with appropriate care.
- If you change your mind, please let us know, so that we can meet your needs in a better way.

**Consent to share information (to be retained by service user)**

I agree that the information provided in my Health and Social Care records may be shared and exchanged, on a 'need to know' basis, with Health and Social Care professionals and service providers who can contribute to my care.

I understand that this information will be used for the purpose of providing a service, or care to me. Information about me may be used, but without disclosing my identity, for statistical purposes. In some circumstances the law may require agencies to be provided with information about me without my consent.

I understand that I may withdraw my consent to share information at any time but this may result in a reduction of services being available.

I understand that I have the right to restrict what information may be shared and with whom, but this may affect the ability of health and social care staff to provide care to me.

**Name:** ..... **Date of Birth:** .....

**NHS No:** ..... **Social Services ref:** .....

**Signature:** .....

**Date:** .....

**Limitations:** .....

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( ) verbal agreement (tick where appropriate)

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**Can I see my records?**

You are entitled to know what information we hold about you. If any of your details are wrong, tell us and we will correct them.

If you would like access to your information you should apply in writing. You can either send us a letter or complete the request form attached to this document. Applications should be sent to:

**Access to Information Team  
Lancashire County Council  
PO Box 78  
County Hall Preston PR1 8XJ**

We are obliged to reply to your request within 40 days. The Data Protection Act sets out the fees we can charge. However, we believe you should be able to have access to your information free of charge so it will not cost you anything to get your records.

**Application for access to Lancashire County Council records**

**1 Your details**

Surname: .....  
Forename(s): .....  
Date of Birth: .....  
Address: .....  
.....  
.....  
Postcode: ..... Tel number: .....  
Signature: ..... Date: .....

**2 Are you requesting information about yourself?**

Yes/No - If you are asking for information about yourself, please go to section 5.

**3 If you are asking for information about someone else, please give their details below**

Surname: .....  
Forename(s): .....  
Date of Birth: .....  
Address: .....  
.....  
.....  
Postcode: ..... Tel number: .....  
Signature: ..... Date: .....

**4 What is your relationship to the person whose information you are asking for? (e.g. parent, partner etc).**

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Please note that if you are applying on behalf of someone else, we may have to contact them for their written permission to disclose information to you. If you are a parent applying for access on behalf of your child, we can only disclose their information to you if it is considered to be in the child's interests.

**5 In the space below, please provide us with any other details that may help us in locating the information you have asked for.** (This may include details of previous names the person whose information you are requesting may have had, or addresses they may have lived at).

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**To help us**

To help us process your request as quickly as possible, please enclose proof of your identity with this application. For example a photocopy of your birth certificate, benefit book, passport or driving licence.

Please note that we do not require the original documents.

Please return completed forms to:

**Access to Information Team  
Lancashire County Council  
PO Box 78  
County Hall  
Preston PR1 8XJ**

**For more information about this service visit: [www.lancashire.gov.uk](http://www.lancashire.gov.uk)**

To request information in other formats and languages contact:  
01772 534285.