What rules will we follow when we share personal information?

- Where we need to share your personal information we will do this in line with the law (the main law is the Data Protection Act 1998).
- We will ask for your permission to do this, wherever possible, and we will make a note of whether you have agreed.
- We will tell you why we need to share your information, who we will share it with and the purposes for which it will be used.
- We will only share the information that is relevant for these purposes.
- We will make sure that your information is kept safely and is only seen by the staff who are supposed to see it.
- We will take care that safe methods are used when it is sent to other organisations.
- We will not keep your personal information for longer than necessary (this period will vary according to the purpose it’s held for).

Who keeps a check on all this?

All organisations need to check that personal information is properly protected and that the law is followed.

Within Adult Social Care this task is carried out by the Data Protection Officer and by a member of staff called the “Caldicott Guardian”. Their job is to make sure that personal information is protected and only shared where this is appropriate.

Complaints

If you are unhappy about the way Adult Social Care has used your information, please contact the member of staff working with you or their manager.

If this does not resolve the problem you can contact:

The Complaints Manager (Adult Social Care),
Merrion House 110 Merrion Centre, Leeds, LS2 8QB.

Telephone 0113 2224405 or Textphone users 0113 2224410.

This leaflet is available in other languages and/or large print.
Tel. 0113 2224401 or Textphone 0113 2224410.

“I want to know that my information is kept safe and that my identity is protected.”
Why do we need to share your personal information?
If we are providing a service to you, we will need to ask you for some personal information. This information will be used to help us work out what your needs are and what services will best meet those needs. Using your information will allow us to work with others who also provide you with care services, such as the National Health Service (NHS).

What do we mean by personal information?
Personal information is any piece of information which identifies you. This could include:

- Your name;
- Your address;
- Services you have used or may need;
- Details of your physical or mental health; and
- Details of your social circumstances.

Who will we share your information with?
We may share your information with others if this information is needed for them to arrange support to meet your social care needs. For example, we may share information with:

- The NHS such as GPs, District Nurses and Community Matrons;
- Homecare providers;
- Day services/activities providers;
- Providers of residential and nursing care services;
- Providers of respite services;
- Other Local Authorities if you are placed or transferred outside of Leeds; and
- Other departments within Leeds City Council if the information is needed to manage your social care services.

When we need to share your information with these people we will agree this with you first. These people must keep your information secure and confidential.

When might we share your information without asking you first?
We may need to share your information without asking you first if:

- We must share your information by law.
- We feel that there is a serious risk to you or to somebody else if we do not share your information.
- We feel that there is a good reason to share your information, for example if a serious crime has been committed.

We may also share your personal information with an approved government office so that improvements can be made to the health and social care services that you and others receive. The approved government office removes any detail from the information that could identify you before the information is used for the improvement of such services.

If your information is shared without asking you first we will record the information we have shared and why we have shared it. We will also let you know what we have done, and why, if it is reasonable and safe to do so.

What if I don’t want you to share my information?
You can choose not to give us permission to share your records. This will not stop you from receiving care, but may limit how we are able to support you. To help you decide, we will discuss with you how this may affect our ability to provide you with care, and any other options you have. As outlined above, there may be instances when we need to share your information, even if you have told us that you do not want us to do this.

What rights do I have?
You have the right to:

- Ask for a copy of your records;
- Request that your records be corrected if they are wrong; and
- Ask us to change or remove your information if this is causing you harm or serious distress.