

Carer Support Wiltshire will keep all personal information safe and secure.

This leaflet outlines what information:

- We hold about you
- Why we hold it
- How long we hold it for
- How we might share some data
- How you can request to see it.

This information will typically include:

- Your name and address
- Your date of birth
- Your GP
- Any health issues you tell us about
- Your caring role and your personal goals.



If you would like this leaflet in a different format, such as easy-read, please get in touch to ask us.

Freephone 0800 181 4118
www.carersinwiltshire.co.uk

Tel: 01380 871690 Fax: 01380 871758
admin@carersinwiltshire.co.uk

Independent Living Centre, St. George's Road, Semington, Trowbridge BA14 6JQ and at 15 New Street, Salisbury SP1 2PH



How we store, protect and share your details



Registered Charity No. 1092762
Company Ltd. By Guarantee 4415685

We are bound by the Data Protection Act 1998 to ensure that your information is:

- Secure
- Fairly and lawfully processed in line with your rights
- Processed for limited purposes
- Adequate, relevant and not excessive
- Accurate and up to date
- Not held for longer than is necessary
- Not transferred to other countries without adequate protection.

It is The Care Act 2014 which asks us to share information we hold about you with other relevant organisations and providers. This is to make sure that you get the health and care services which you need.

This will help us to:

- Promote the wellbeing of adults needing care and support
- Promote the wellbeing of carers
- Improve the quality of care and support for adults
- Improve the quality of support for carers
- Create a smoother transition from children's to adults' services
- Protect adults with care and support needs who are currently experiencing, or are at risk of, abuse or neglect
- Learn lessons from cases where adults with needs for care and support have experienced serious abuse or neglect.

How will we do this?

When you need our services, we will have a conversation with you to help you to identify personal goals that would improve your quality of life. It will also enable us to identify the support providers who can assist you and so aim to improve your quality of life.

During this conversation, we will naturally record information about you and your support needs. In order to arrange this support, we may need to share the information which we hold about you with other organisations who will be involved in providing your care and support. To do this we need your consent. The organisations involved in your care and support may also need to share information amongst one another. The information we may need to share includes: your name, your address, date of birth, health symptoms, caring role (if you are a carer) and your personal goals.

At any time you can withdraw your consent for us to share the information that we hold about you by contacting Carer Support Wiltshire on 0800 181 4118 and speaking with the Referral Duty Worker. However, this may result in your withdrawal from certain services.

Even if you have refused or withdrawn consent, we may still be compelled (under the laws relating to Safeguarding of Adults or Children and Young People) to share your information in order to keep you or other people safe.

Accessing records

Under the Data Protection Act, you have the right to get a copy of the information that Carer Support Wiltshire holds about you. This is known as a "Subject Access Request". You can make a request to us to supply you with copies of both paper and computer records and related information. We may charge a fee of up to £10.

To access your records, please ask us to send you an Accessing Records Form or write to: **The Data Controller, Carer Support Wiltshire, Independent Living Centre, St. George's Road, Semington, Trowbridge, Wiltshire BA14 6JQ.**

It will be helpful if you can give us your full name and address and/or your date of birth. You will need to tell us what information you want us to provide e.g. our database records and/or emails between X and Y from date A to date B.

We will respond to your request for information under the Data Protection Act 1998 within 40 days.

We will hold the information you have given us for as long as you are accessing our services and we will make it inactive as soon as you tell us that you no longer require us. We will retain the information for 12 months after that, before making it inaccessible. We will make your details inaccessible sooner if you ask us to.