

## Looking after your personal information

### Your records

Anyone receiving a service, advice or information from Derbyshire County Council (DCC) will have a record kept about them. These personal records may be stored either in paper files or on computer or both. It is necessary to keep information such as names, addresses, telephone numbers and services that are provided so that we can plan and review services with you on a regular basis.

We may also keep basic records, such as your name, address and telephone number, if you are a family member or friend of one of our clients. This is so we can get in touch with you if we need to talk to you about your family member or friend.

Our aim is to work with you as fully as possible and respect your views and wishes, or those of the people you have asked to act on your behalf. Your views, wishes and details of any representatives or next of kin will be part of your personal record.

### Making sure your record is accurate

DCC staff and others working with you will always try to make sure that the information they record is accurate. Any information you do not understand will be explained and discussed with you. However mistakes can occur or your circumstances may change.

If you consider information recorded about you to be inaccurate you can ask for it to be corrected. In most circumstances we will do this, but sometimes we will need to leave the information unchanged. In these cases we will always note that you disagree with what is written.

### Confidentiality

We ask you to provide us with information about yourself so that we can ensure you receive appropriate support and services. We recognise that the information you provide may be sensitive and we will respect your privacy. We have a legal duty to keep information about you confidential. This means we store it securely and control which members of staff can access it.

### Sharing information

The sharing of your information is controlled strictly by law. We are not permitted to disclose your information to other people unless it is the only way we can make sure you and those close to you stay safe and healthy, or if we are legally required to do so.

To help provide you with appropriate support, staff in our organisation may work with people from another organisation, such as the NHS, to jointly deliver services to you. So that this works smoothly we may need to share some of your information with each other.

Information will only be shared on a 'need to know' basis. Anyone who receives information from us has the same legal duty to keep it confidential.

You will be asked to consent to sharing information with other people to help with your care. If you

## Adult Care Fact sheet: Looking after your personal information

do not give consent your wishes will be respected wherever possible, although this may limit the effectiveness of the services that can be offered to you, and information could still be shared in an emergency or when we are legally bound to.

### Access to your records

You have a right to see your records. If you only wish to see the information that is held by your Social Worker or Care Manager or other professional about the services you are currently receiving, please contact them to discuss this. If you wish to see the records that relate to a number of services you have received from different parts of the Council, you will need to make a 'formal' application under the Data Protection Act.

For further information on how to do this, please see our factsheet titled 'Accessing Your Personal Records' or visit our website at: [www.derbyshire.gov.uk/carerecords](http://www.derbyshire.gov.uk/carerecords)

### Retention of records

We 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 an appropriate period of time. In special circumstances we retain records for a much longer period, for example when a child has been adopted.

If you wish to know how long we keep your records for, please see our website: [www.derbyshire.gov.uk/data](http://www.derbyshire.gov.uk/data) or speak to a member of Adult Care staff.

### Further information

If you only wish to see the information that is held by your Social Worker or Case Manager or other professional about the services you are currently receiving, please contact them to discuss this.

Or alternatively, please call the Contact Centre on:

Tel: 01629 533190

Email: [contact.centre@derbyshire.gov.uk](mailto:contact.centre@derbyshire.gov.uk)

Or visit our website at: [www.derbyshire.gov.uk/data](http://www.derbyshire.gov.uk/data)

You can also write to the Adult Care Data Manager at:

Adult Care Data Manager  
Derbyshire County Council  
County Hall  
Smedley Street  
Matlock  
DE4 3AG.

If you are unhappy about the way we keep your information please contact the Data Manager at the address above.

To make a formal complaint, contact the Adult Care complaints line on tel: 01629 532236 or email: [your.views@derbyshire.gov.uk](mailto:your.views@derbyshire.gov.uk)

You can also get a copy of our complaints leaflet, titled Putting People First, from a local area office, by contacting Call Derbyshire and asking for a copy to be posted to you or downloading a copy from our website at: [www.derbyshire.gov.uk/council/complaints/default.asp](http://www.derbyshire.gov.uk/council/complaints/default.asp)