

Your Personal Information



Your personal information

Derbyshire County Council Adult Care wants to provide you and your family with care and support that meets your needs. To do this we need you to provide us with personal information.

Our Adult Care department collects and holds data about adults who need our services. We use this data to:

- Understand any needs you may have for personal care and support.
- Provide you with relevant advice and information, including financial information.
- Provide services to meet your needs.
- Understand if you or others are at risk of abuse and take appropriate action.

Under the UK General Data Protection Regulation (GDPR) and Data Protection Act, we have a duty to protect this information. Adult Care staff are trained every year on the importance of personal data protection and keeping your information confidential, safe and secure.

Staff will always try to make sure the information they record is accurate. You can help us by telling us of any changes to your name, address, next of kin etc.

If you think information recorded about you is wrong, you can ask for it to be corrected and in most circumstances we can do this.

You can speak to the Adult Care worker/s involved with your care or contact Call Derbyshire on tel: **01629 533190** or email: **contactcentre@derbyshire.gov.uk**



Using your information

Sometimes we use anonymised information (removing anything that identifies you) to provide statistical returns for the government, service improvements or for research purposes.

Sharing your information

Adult Care works closely with other partners such as the NHS and independent sector care providers to provide the support you need or investigate any concerns for your safety (safeguarding).

To do this we may need to share some of your health and social care information with other professionals, but will only disclose details where there is a legal basis or genuine need.

We promise:

- We will share data securely.
- We will not share more than we need to.
- Other people delivering services on our behalf will also be told to keep the data you give us safe and secure.

Organisations that receive information from us about you are under legal duty to keep it confidential and secure. We undertake audits and contract monitoring exercises to check that this information is held securely.

We will not disclose your information to a third party without your permission (consent) unless there is a legal basis, such as when the safety of others is at risk or if the law requires us to pass it on.

We will never sell or give your personal data to other organisations for marketing purposes.

Storing your information

The personal information that we receive is stored in our secure Electronic Records Management Systems. Access to these systems is password protected and there are strict rules about who can view the information. Our security measures meet the industry level standards of ISO 27000.



Our staff know they must only access records for a valid reason and the system records who has looked at a particular record and when. Staff who record any personal information on paper are required to keep the information confidential and secure.

Files are locked away and when no longer required the information is disposed of securely.

Access to your records

The Data Protection Act allows you, or a representative such as a family member, to ask to see the information that we hold about you. This is known as a Subject Access Request.

In some instances we may not be able to provide you with all the information you have asked for. For example, we may hold back certain information that also relates to another person unless we have their permission to disclose it.



The following people are allowed to view your health and social care records after your death: your personal representative, an executor named in your will, or someone who has a legal right to access your information.

If you would like to make a Subject Access Request please write to:
Data Protection Officer
Legal Services
Derbyshire County Council
County Hall
Smedley Street, Matlock
DE4 3AG.

Further information

If you wish to know more about how your information is processed, want to raise concerns or make a complaint regarding the sharing of information, please contact the Information Governance team on tel: **01629 532058 or 532086**

If you require this document in an alternative format, please contact the Information Team. email: **adultcare.info@derbyshire.gov.uk**.

The Adult Care Information Promise, a **FACT** you can rely on.
We promise to provide you with:



Free information
Accurate information
Clear information
Trustworthy information

If you think we have broken our **FACT** promise, please let us know so we can make improvements.