



Confidentiality and protecting your personal information

Confidentiality

You will be asked for your permission before any of your information is shared with anyone. Staff have a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it, and they also have a legal duty to keep it confidential.

Protecting your personal information

This factsheet explains the general principles that we apply in order to reassure people who use our services. It also explains why, in some circumstances, it is not possible to guarantee absolute confidentiality.

We keep personal information so we can provide you with the services you need. In making an assessment and planning your care arrangements, we need to gather and record information about you and your care and support needs. This information will be requested every time we carry out an assessment with you so that we can provide you with the services you require.

If you share personal information with health and social care staff, you are entitled to know how that information may be used and who it may be shared with. You may ask to be given a copy of that information and for incorrect information to be corrected. Information you provide is protected by the Data Protection Act (DPA) 2018, General Data Protection Regulations (GDPR) and the Caldicott Principles.

You can find more information online at:

www.gov.uk/data-protection/the-data-protection-act

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/>

We will assure that:

- your personal information will always be treated in a confidential manner and with care and discretion;

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- staff are trained and made aware of the importance of treating sensitive and personal information with care;
- information is only shared when absolutely necessary for all agencies to provide the best possible service; and
- information is only shared on a 'need to know' basis.

It is sometimes important that personal information is shared in order to assist with understanding a problem or working out the best solution. All those involved will treat information with confidentiality.

We have a legal duty to pass on information, with or without your consent, when:

- there is concern that a child is at risk of harm;
- there is concern that you or other people may be at risk of harm;
- we have information that a serious crime is planned or has been committed; or
- we have been instructed to do so by a court.

We are likely to share information with:

- appropriate staff involved in meeting your needs; and
- agencies such as health, contracted agencies or other local authorities.

Why we are likely to share information:

- to plan the best possible service for you;
- to monitor delivery of those services;
- to make sure resources are available; and
- as part of planning and monitoring work.

If you wish to see information held about you, please:

- complete our [contact us form](#); or
- email us at enquiries.bournemouth@bcpcouncil.gov.uk; or
- write to Customer Services, BCP Council, Town Hall, Bournemouth BH2 6DY

We will make the information available to you within 40 days of your written request unless further information or agreement is required. There is a fee for administrative purposes and you will be given further details when you apply.

What you will see:

- information that Adult Social Care hold about you on both our electronic and paper records;

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- a description of the purposes for which we process your information;
- a list of others to whom it is disclosed; and
- how we received the information.

Sometimes there is some information that we cannot show you, including:

- if it might lead to serious harm to your physical, mental or emotional health or that of another person
- certain sorts of legal information or advice
- information held for preventing or detecting a crime
- information received from or about another person which would not be shared without their permission

If the information is not correct:

- you must inform us and ask for it to be corrected
- we must tell you within 21 days what we have done about it
- if we do not agree that the information is incorrect or do not correct the information, you can:
 - ask us to record your disagreement
 - appeal to the Information Commissioner

For more information about services please go to www.mylifemycare.com.

To download a copy of this factsheet:
www.poole.gov.uk/adultsocialcarefactsheets



We can give you help to read or understand this information:

Adult Social Care Contact Centre

Tel. 01202 123654

Email asc.contactcentre@bcpcouncil.gov.uk

For those who are deaf, have hearing loss or who are speech impaired:



Text Phone 07747 757570