When working with you, we ask you to give us a variety of information.

**What information do we collect?**

- your name, address and date of birth
- your needs and circumstances
- when and where staff met with you
- what the meetings were about and what happened in them
- what other people that you know have given to us
- what other services that may be working with you have given us
- professional opinion of staff supporting you

**Why do we collect this information?**

We use this information to make sure that:

- the staff supporting you have accurate, up-to-date information to help them decide the best possible support for you
- there is an accurate record when we review your support
- your concerns can be properly looked into if you have a complaint
- you only have to give your information once

**Connecting Care**

When we share your information, we will always do it in the safest way. This may mean that some of your social care information is shared via the secure Connecting Care portal, and can be accessed by Health and Social Care staff involved in your care and with your general well-being. Staff will only have access to the information they need to help design and deliver an appropriate service to you.

If you wish to know more about Connecting Care, how it works and what your rights are, you can visit [https://www.bristolccg.nhs.uk/about-us/how-we-use-your-information/connecting-care](https://www.bristolccg.nhs.uk/about-us/how-we-use-your-information/connecting-care).

**Can we share your details without your permission?**

Sometimes we have to share information about you without asking your permission. This could be:
• for legal proceedings when a Court Order is made
• if there is a risk of harm or abuse to you or other people
• where you are unable to give consent at any time due, for example, to a physical or mental health condition
• to assist the authorities with the prevention or detection of a crime or the apprehension or prosecution of offenders, or the assessment or payment of tax.

We will tell you if we need to share your information without your permission, unless telling you will harm a police investigation or put you or someone else at risk.

**Keeping your information safe**

When we ask you for your personal information, we promise:

• to tell you why we need it
• to ask only for what we need, and not to collect too much or irrelevant information
• to protect it and make sure nobody has access to it who shouldn’t have
• to let you know whether we share it with other organisations to give you better services, and whether you can say no
• to make sure we don’t keep it longer than necessary

**Can you see the information we hold on you?**

Yes. Under the Data Protection Act 1998, you can ask us:

• for confirmation that we are processing your personal information
• for a description and a copy of the personal information
• the reasons why the information is being processed
• details of who we have, or might, give it to

This is called a Subject Access Request (SAR), and you can make a request by downloading and completing a Subject Access Request Form. You can find this on our Data Protection web page.

If you are not happy with our response, you can make a written request for an internal review. You can find out how to do this from our Complaints and Feedback web-page.

**Useful Contacts**

**Information Governance Team:**
Email:  foi@n-somerset.gov.uk          Phone:  01934 634 609

**Data Protection web-page:**
Go to:  www.n-somerset.gov.uk/dataprotection

**Complaints:**
Complaints Manager, North Somerset Council, Town Hall, Weston-super-Mare, BS23 1UJ