

A leaflet for service users, their families and carers

This leaflet explains:

- access by Surrey County Council (SCC) employees to your personal information
- the duty of confidentiality
- electronic and paper records
- Surrey County Council's Data Handling Guarantee.

What information is held about you and/or your family

If you have had contact with Adult or Children's Services, it is likely that we hold information about you. This may be because you have used our services, or because you have been involved in the care of a service user as part of their family and/or as a carer.

The information held may include:

- basic personal information, such as address, date of birth, ethnicity
- date and details of referral
- relevant background information
- assessments, reports and care plans
- notes regarding any contact between you and the service
- records of decisions made about the support and services you need
- relevant information from anyone who cares for or knows you, for example a health professional or a relative.

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Paper records

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Surrey County Council's Data Handling Guarantee When we ask you for persona*

Any questions or complaints?

If you have any questions regarding the sharing of your personal data, please contact the Data Protection Officer at Surrey County Council, Legal Services, County Hall, Penrhyn Road, Kingston-upon-Thames, KT1 2DN. If you would like to complain about the way your information has been processed, please contact the professional or team involved in supporting you.

Independent advice about Data Protection

If you would like independent advice about Data Protection, please contact the Information Commissioner at:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Phone: 01625 545745

Fax: 01625 524510

Email: mail@ico.gsi.gov.uk

Website: www.ico.gov.uk



If you would like this document in large print, on tape or in another language please contact us on:

Tel: 08456 009 009

Fax: 020 8541 9004, Minicom: 020 8541 8914

email: contact.centre@surreycc.gov.uk

