

Information about You – May 2011

In order to help you and provide you with services, Blackpool Council needs information about you and your circumstances. This factsheet tells you what we use your information for, who we share the information with and your rights in relation to the information we hold about you.

Information about you is used to:

- Work with you to agree the help that you need.
- Make sure that the support you receive is safe and effective.
- Work with other people who can help you, such as hospital consultants, district nurses, benefits staff, housing staff and contracted care providers.
- Investigate any concerns or complaints about your care and support.
- Help us to find out your views about the support we provide.
- Compile research and statistics so that we can improve current services and plan new ones.
- Prevent and detect fraud.

We have to:

- Keep information about you confidential, secure and accurate.
- Process your information fairly and lawfully
- Protect you and your records.

Your rights:

You have a number of rights under the Data Protection Act 1998 and the Freedom of Information Act 2000.



These include the right to:

- Look at the information held about you
- Stop us processing any information which could cause you distress
- Prevent use of information about you for direct marketing purposes
- Correct any inaccurate records
- Seek compensation if you suffer damage.
- Complain to the Information Commissioner. This is an independent organisation which oversees compliance with data protection and freedom of information issues. The helpline telephone numbers are 08456 306060 or 01625 545745.
- Choose who your information can be shared with. However, if we are not able to share important information about you, then this may affect how we are able to support you. We will discuss this with you, should this be the case.

If you have any questions about the information that we hold about you, please discuss these with your social worker.

If you would like to look at your records, please contact the Adult Social Care and Housing Customer Relations Team on (01253) 477700.

To ensure that our services are accessible to all, documents prepared by Blackpool Council are available in Large Print, Braille, on audio-cassette or computer disc upon request.

**We can also provide help for British Sign Language users and provide information in other languages.
Please ask for details or telephone 477477.**