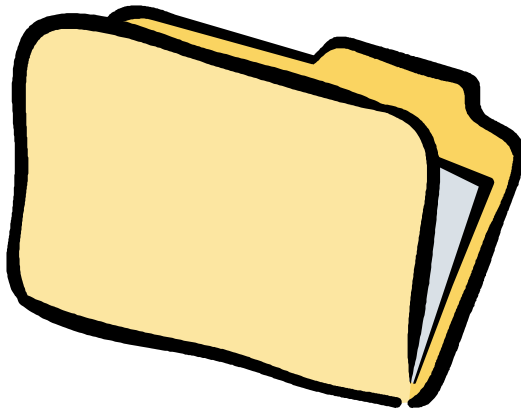


# Social Care

## How we use your Information



**If you require this  
information in large  
print, Braille or on  
audiotape please  
 01267 228925**

Information about services provided by  
Carmarthenshire County Council can be found on  
the council's website: [www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)

SCH1/14/07/B

## Introduction

Please read this leaflet carefully. It tells you about the records we keep and use when providing a service to you. It explains how we use records, what you have the right to see and what you cannot see.

## Data Protection Act 1998

All agencies and organisations that use personal information as part of their work have to be registered under the Data Protection Act 1998.

The Act controls what we can do with your information, and ensures we keep it secure and confidential at all times.



We make certain that your information is only used to help us provide you with the services you need. We will only use your information for reasons compatible with the service we provide you.

## What are records?

Like most organisations, we need to keep records so we can provide an efficient and effective service.

We provide a range of services to people and keep a record of each of these instances.

The records may be paper files or electronic records held on a computer. The records may contain:

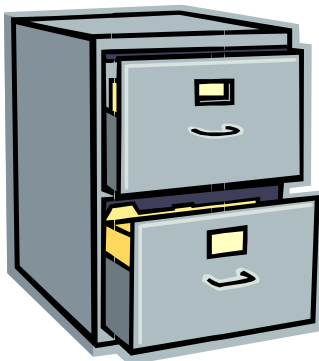


- Basic details about you i.e. your name, address, date of birth etc;
- Details of the service(s) provided to you;
- Records of decisions made about the service(s) provided to you;
- Relevant information from other people or organisations that we need to help provide your service to you.

## Where is information kept?

Normally, information is kept at an office within the section from which your service is provided. All information held is confidential, and only the staff who are involved in the provision of your service are allowed access to a file.

Electronic records are held on secure computer systems which only allow access to authorised members of staff.



## How long are records kept for?

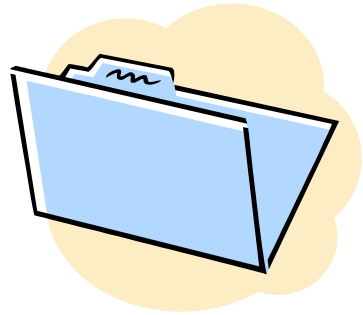


We will not hold your records for any longer than is necessary.

## Access to your records

We wish to make our work with you as open and shared as possible.

Under the Data Protection Act 1998, you have a right of access to the information we hold on you. You will be entitled to see information except for:



- Information that identifies another person, unless that person has agreed to you seeing it;
- Information which could possibly put you or someone else at risk of suffering serious harm;
- Information that would make it difficult to either prevent or protect against a crime or prosecute offenders;
- Certain information that relates to legal proceedings.

To ensure the security of your records, before disclosing any information to you we may ask to see identification for us to be satisfied you are the person identified in the records.

## Confidentiality

Much of the information you give us, or which others give on your behalf, is personal.

We respect this, and we make sure it is kept secure, remains private, and is only accessible to the people who are involved in delivering a service to you.



Occasions may arise whereby we are legally required to disclose information without your consent, for example:

- To the Police or Court in serious legal or criminal matters
- To avoid serious harm to yourself or other people.

## What if I think the information you hold about me is inaccurate?

If you think any information held in your file is inaccurate, you should inform the department in writing, giving specific details of the inaccuracy.



If the query is straightforward, you will receive a reply as soon as possible. If it is complicated or requires further investigation then the reply may take up to 40 days.

If we agree that the information is inaccurate then we will correct it. If we don't agree, we will make a note in your file that you disagree with some of the information recorded.

If at this point you wish to take the matter further, you can contact the Information Commissioner to assess whether there has been a breach of the Data Protection Act 1998.

Contact details are at the back of this booklet.

**If you require access to your Social Care file(s),  
please contact:**

**Adult Social Care Services Division<sup>s</sup>**

Carmarthenshire County Council  
3 Spilman Street  
Carmarthen  
SA31 1LE

Tel: 01267 228915  
Fax: 01267 228908  
E-mail: [socialcare@carmarthenshire.gov.uk](mailto:socialcare@carmarthenshire.gov.uk)

**Education & Children Services Division<sup>s</sup>**

Carmarthenshire County Council  
3 Spilman Street  
Carmarthen  
SA31 1LE

Tel: 01267 228771  
Fax: 01267 228908  
E-mail: [childrensocialcare@carmarthenshire.gov.uk](mailto:childrensocialcare@carmarthenshire.gov.uk)

**To contact the Information Commissioner:**

The Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 08456 30 60 60  
Fax: 01625 524510