

[eastsussex.gov.uk](http://eastsussex.gov.uk)



# Your information and you

This leaflet tells you how we manage the information we hold about you and your rights to see it.

# Your information and you

## How do we use your information?

We hold information about you so that we can provide services that you need and also to keep in touch with you.

We use your information to arrange the right services for you. We also use it to plan and improve our services and to look into any concerns you may have about the services you get. We often have to give your information to other government organisations so that they can monitor how we are doing and plan services for children across the UK.

## What information do we hold about you?

The information we hold about you will depend on the services we provide you. In all cases, we hold your name and address. We might also hold your date of birth, gender, ethnic origin and where you go to school and your unique pupil number.

Depending on the services we provide you, we might also hold other information about you such as:

- Information about any medical condition you may have.
- Details about the services you receive from us and any assessments you have had, and
- Information we get about you from other organisations, including reports from doctors and other health-care professionals, which we need to help us assess how best to provide services for you.

## How do we keep your information safe?

We keep information about you in a paper file or on a computer or sometime in both places. We have strict controls on who can see your paper file or computer record. Nobody is allowed to see your information unless they really have to.

People working for East Sussex County Council must have security checks before they are allowed to handle your information. Personal details such as names and addresses are removed when information is published for monitoring or planning reasons.

## What is the Children Index and what information about you is on it?

The Children Index is our online list of children living or receiving services in East Sussex. It helps people working with you to identify you quickly and to find out who else is working with you. Only people who need to know information about you, such as your head teacher, SENCO, health visitor, social worker and therapist, have access to the system. It makes it easier for these people to work together to give you the right help at the right time.

The Children Index only holds basic information about you, such as your name, address, gender, and date of birth and contact details for universal services working with you, such as your GP, school and health visitor, This information can be seen by people providing you services and it is not possible to withhold your permission for it to be made available to these people.

The Children Index is also able to show contact details of additional services working with you. But you can choose whether or not these details can be shown; please discuss this with the relevant professional working with you before you make your choice.

If you want to know more about the Children Index, please get in touch with Index Support Team at:

Phone: 01273 481810

Email: [index@eastsussex.gov.uk](mailto:index@eastsussex.gov.uk)

Website: [www.eastsussex.gov.uk/isa](http://www.eastsussex.gov.uk/isa)

## Who sees your information?

People whom see your information include the following:

- Social Workers
- People who provide you with a service, for example, providers of care services
- Staff who arrange to pay for the services you get
- Staff who produce reports to monitor and plan the services
- Staff in the health service who provide you with medical services; and
- Government organisations for national evaluation

All these people will only see the information they need to do their work and our staff have been given training on how to handle your information safely and confidentially. We may also need your information to help train social workers and other staff and to do research to help us improve our services. Normally, we will remove details that identify you, such as your name and address before allowing researchers to see your information.

## Who do we share your information with?

Organisations we may share your information with include the following:

- The Department for Education;
- Ofsted;
- The Department of Health;
- Your school;
- Your doctor; and
- The NHS

We only pass on information about you to other people if they have a real need for it and we always do it in line with the law.

We may sometimes need to share your information with other organisations in order to arrange the right service for you.

We may also sometimes need to share it to plan and improve our services and to look into any concerns you may have about the services you get.

We may also sometimes need to share your information with other government organisations so that they can monitor how we are doing and plan national services.

Sometimes by law we have to pass on your information to other organisations.

We may also share your information if it is needed as part of a criminal investigation, or when we need to protect you or other people from harm.

We may also sometimes share information that is required for research purposes, to improve services or to inform government policy decisions. The provision of information for these purposes will not be used to make decisions about the support and services you receive as an individual and it will not be possible to identify you from any published report.

## **You can ask to see your information**

Normally, you should be able to ask the people who provide you with a service to let you see the information they keep about you.

You can also ask to see your information using your rights under the Data Protection Act 1998. This is known as a Subject Access Request. If you are 12 years or older, we believe that normally you should be able to understand your rights and to make a Subject Access Request yourself, if you want to. But if you are younger than 12, your parents or carer would have to make the request on your behalf.

If you want to make a Subject Access Request to see your information, please contact:

Data Protection Officer  
East Sussex County Council  
St Anne's Crescent  
Lewes BN7 1UE  
Phone: 01273 482913  
Email: [FOI@eastsussex.gov.uk](mailto:FOI@eastsussex.gov.uk)

Or, you can fill in an online Subject Access Request form by visiting:

[www.eastsussex.gov.uk/foi](http://www.eastsussex.gov.uk/foi)

## **You can help us keep your information accurate**

We want the information we keep about you to be correct and up to date. Please tell us if your address or other information we have about you is not right. We will check your information and correct it if we find that it is wrong.

If you don't agree with some of the information we hold about you, we will add your comments to your information so that people seeing it know about your views.

## You can complain if you are not satisfied with the service

We want to provide high quality services for everyone. But, if you think things haven't gone well, we need to know if we can put them right and learn from our mistakes. If you are not happy about any part of our service, you can complain to the person who deals with your case or their manager.

We will try to sort things out quickly and informally when you first contact us. If this is not possible, you can call or send a formal complaint to the Children's Services Complaints Team at the address below.

Children's Services Complaints Team  
PO Box 4  
County Hall  
St Anne's Crescent  
Lewes BN7 1SG  
Phone: 01273 482304  
Email: [CScommentscomplaints@eastsussex.gov.uk](mailto:CScommentscomplaints@eastsussex.gov.uk)

You can watch our video for young people on YouTube; it tells you how you can make a complaint. This is called Young Voices and you can find it in our list of videos on our YouTube Page (you may need to scroll down to the bottom of the list – our video is in three parts);  
<http://uk.youtube.com/EastSussexCC>

If your complaint relates to Data Protection Act 1998, you can also send it to the Information Commissioner at:

The Information Commissioner  
Wycliffe House  
Wilmslow  
Cheshire SK9 5AF  
Phone: 01625 545745  
Email: [data@dataprotection.gov.uk](mailto:data@dataprotection.gov.uk)

If you would like more information about how we use and keep your information, please email the Planning and Performance Management Team at: [cs.dpa@eastsussex.gov.uk](mailto:cs.dpa@eastsussex.gov.uk)

## **Do you want to know more?**

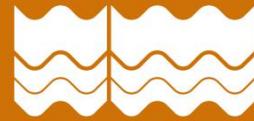
If you want to know more about the Data Protection Act 1998 and your rights, please visit the Information Commissioner's Office website at: [www.ico.gov.uk](http://www.ico.gov.uk)

## **Is English not your first language?**

If you need a translation or Braille copy of this leaflet please speak to the relevant Children's Services team or your allocated worker.

[eastsussex.gov.uk](http://eastsussex.gov.uk)

East Sussex  
County Council



#### Getting more copies of this leaflet

You can get all our leaflets in large print, easy read format, in Braille, on audio tape or CD, or in other languages.

Please phone: 01273 335645. They are also available in PDF form, which you can download from our website at [eastsussex.gov.uk](http://eastsussex.gov.uk)

East Sussex County Council  
County Hall  
St Anne's Crescent  
Lewes BN7 1UE  
Phone: 0345 60 80 190  
Website: [eastsussex.gov.uk/contactus](http://eastsussex.gov.uk/contactus)

June 2015