

YOUR INFORMATION...

See for Yourself

You can see all the records and computer information that we have about you, if you ask to. As well as helping you, this can help ensure we keep up-to-date with your circumstances.

To get a copy of your information, you will need to apply in writing to our Data Protection Manager.

By post:

Mr R Cowell
The Data Protection Manager
Nottingham and Nottinghamshire Futures Ltd
Heathcote Buildings
Heathcoat Street
Nottingham
NG1 3AA

or by email: ronnie.cowell@futuresnn.co.uk

If you want to see your information, you will need to tell us your name, address and date of birth. Within 21 days, we will let you know that we have received your request. Within 40 days from your original request you will be posted a printout of all the computer data, and photocopies of all the paper records we have about you. There is no charge for this service.

YOUR INFORMATION...

Concerns, Changes and Complaints

If you have any concerns, changes of circumstances or complaints about your information, please contact: Mr R Cowell at Nottingham and Nottinghamshire Futures Ltd (at the address shown), stating what you think the problem is. You will get a response within 10 working days.

If you are dissatisfied following this response, you can appeal to our Data Controller, or you can contact:

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Information Line: 0303 123 1113

Website: www.ico.gov.uk

Email: casework@ico.gsi.gov.uk

If you are unclear about any of the information in this leaflet, please contact Mr R Cowell, Data Protection Manager, Nottingham and Nottinghamshire Futures Ltd at the address shown, alternatively you may call him on: 0115 910 9020 – or talk to your Personal Adviser.

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NOTTINGHAMSHIRE

A Division of Nottingham and Nottinghamshire Futures Ltd

YOUR INFORMATION...



WHY
do we need it
WHAT
do we do with it

THE DATA PROTECTION ACT 1998

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NOTTINGHAMSHIRE

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This leaflet has been produced to ensure that you make the right choices – and understand your rights – when it comes to providing us with information about yourself.

YOUR INFORMATION...

Why do we need it?

It's simple, by knowing more about you we can provide an effective high quality service that's designed to suit your needs.

There are 2 types of information that we might hold...



1

Personal Information

Basic information, such as: name, date of birth, age, address and postcode – anything that helps us to identify you and keep in touch with you.

2

Sensitive Information

More detail about you, such as your race, gender and what you are doing at the moment – for example, where you are working – any difficulties you may have and how and where you are getting support.

Your information is gathered in three main ways...

- 1) From your **Local Authority** – this will be **personal information**, we are legally obliged to keep this.
- 2) From your **Local Authority** - this will be **sensitive information** you can object to this by contacting your school.
- 3) From you, or **with your agreement** from another source

This might be **sensitive** information that you have given to a Personal Adviser or a Youth or Social Worker – always with your permission for us to store and use.

What do we do with it?

Your information is stored in manual filing systems and on a computer database. Those working with you use it to understand your circumstances and provide you with the best help available.

Sharing and Consent

Personal information and some **sensitive** information will be available to a limited number of people – those who are already involved in providing you with help or advice and who have your permission. Some particularly **sensitive** details will only be accessible to the Personal Adviser currently working with you. In addition...

- We may sometimes need to work with other agencies who may be able to help you, like training and work experience providers. We would only share the minimum amount of **personal** information necessary to enable them to help you.

If you do not wish us to do this, you can withhold or withdraw your consent at any time by signing a Consent Withheld Form which can be found on our website www.cnxnotts.co.uk.

- If we feel that sharing your **sensitive** information with another agency will help you, we would ask for your consent and ask you to sign a Consent Given Form. If you do decide not to give consent it may affect the level of help you can be given.
- Sometimes the law says we may share your information – this will only happen when there is a legal requirement, or duty, to do so. For example, if Job Centre Plus asks for some details, if there is a risk of a crime being committed, or if there is the possibility of serious harm or a threat to someone's life.

For more information about our data sharing partners please go to our website www.cnxnotts.co.uk

