

FOR ADULTS:

Data Protection Officer
Level 1.7
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

FOR CHILDREN AND YOUNG PEOPLE:

Data Protection Officer
Level 1.4
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG



HAPPY TO TRANSLATE

ترجمہ کالے حاضر آماندہر سہجے انوباد کرہر

بسعنا اوفیر للترجمة MOZEMY PRZETŁUMACZYĆ 很樂意翻譯

You can get this document on tape, in Braille, large print and various computer formats if you ask us. Please contact ITS on 0131 242 8181 and quote reference number 11809. ITS can also give information on community language translations. You can get more copies of this document by calling 0131 553 8248.

How we use personal information to provide social work and social care services

• EDINBURGH •
YOUR COUNCIL - YOUR SERVICES

INTRODUCTION

The City of Edinburgh Council provides social work services in Edinburgh through the Health and Social Care and Children and Families Departments. In order to provide these services, the Council needs to collect information about you, and depending on the service, your family and other people associated with your case. The Council keeps case histories until 3–5 years after the case is closed or as long as legally required to.

The Council needs to use this personal, and often sensitive, information to help make the right decisions about the type of service you need, and to check whether the services are helping you as they should. The Council will always comply with the Data Protection Act 1998.

Social care and health care workers in Edinburgh are often involved together in providing care to people living in the community. Sometimes some of the information held by social care staff needs to be shared with staff working in other Council departments or who are employed by NHS Lothian to ensure you receive proper care, support and treatment.

If the Council buys services on your behalf from another agency, their staff will need to have some of your personal information to allow them to provide that service. Sharing this information helps avoid circumstances where you may be asked for the same information more than once. Whenever your consent to share this information is required, we will always ask you.

Everyone working for the City of Edinburgh Council and its partner agencies has a legal responsibility to keep information about you secure and confidential.

QUESTIONS YOU MIGHT ASK

Why do you need information about me?

- To allow us to undertake accurate assessments and reviews of your social care needs.
- To ensure you receive services best suited to your needs and circumstances.
- To help us monitor and improve services.

Why do you need information about other people in relation to my case?

- To allow us to assist most effectively the people who are providing you with care and support.
- If you are vulnerable or at risk, to allow us to protect you better.

To whom will you give this information?

- We will normally only share information about you, or other people related to your situation, with people involved in providing your care and support, or if we are concerned for your safety. Sometimes, we need to share information if there is a risk of harm to others, including children. Whenever your consent to share this information is required, we will always ask you.

Will my information ever be shared without my knowledge?

- In the following circumstances, the law allows information to be shared without your knowledge:
 - to aid in the prevention and/or the detection of crime

- if your behaviour constitutes a serious risk of harm to yourself
- if your behaviour constitutes a serious risk of harm to others, including any children to whom you may have access

Can I find out what information you have about me?

- Yes, you can. The Data Protection Act 1998 allows you or a representative nominated by you, to make a request for all the personal information we have about you.
- If you are a child under 11 years old, the adult with parental responsibilities for you can make a request on your behalf.
- If there is an adult with a power of attorney registered by a Court, they can make a request on your behalf.

How do I get access to information held about me?

- Requests for access to information must be made in writing and can either be passed to your social worker or sent directly to the Data Protection Officer at one of the addresses overleaf. You can ask your social worker or another member of Council staff to assist you to make a request for access.