

Can I see the information kept on me?

Under the Data Protection Act 1998 and the Freedom of Information Act 2000 you are entitled to know what information is held on you and why. You are also entitled to have access to it by applying to the organisation holding it. If you want to see the information that is held about you or someone for whom you have parental responsibility ask or write to the professional or team involved in supporting you or your child.

If I am unhappy, how do I make a complaint?

If you want to make a complaint about the way information has been processed or any other aspect of the services provided, you should contact the professional or team involved in supporting you and your family. Each agency has its own procedures for dealing with complaints.

If you have any comments or questions about information sharing in Sutton you can email;

informationsharing@sutton.gov.uk

For further general information on Information Sharing see the Every Child Matters website;

www.ecm.gov.uk/informationsharing

For independent advice about data protection, privacy and data-sharing issues you can contact the:

Information Commissioner

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 01625 545745

<http://www.ico.gov.uk/>

Information About You

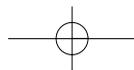
This leaflet explains how we collect and share information to provide services to you and your family



Sutton Children and Young People's Partnership

Including:

**Sutton Council,
Sutton Schools, Sutton
and Merton Primary Care Trust ,
South West London and
St George's Mental Health NHS
Trust, Epsom and St Helier NHS
Trust, Sutton Connexions Service,
Sutton Centre for
Voluntary Services,
Metropolitan Police**



Why is information collected?

All organisations working with people keep records. The reasons we keep records about you are to make sure that you and your family:

- Get the best possible service
- Are protected from harm
- Are helped to prevent risks to children and young people in the future.

In our work with you and your family we often deal with complex situations and have to collect very personal and sensitive information. We do this so that we can:

- Provide the right information and services
- Make sure our services meet the needs of you and your family now and in the future
- Make sure that everyone is treated fairly.

Your information can also be used to:

- Investigate complaints
- Plan improvements to our services.

Why is information shared?

The more complex your needs are, the more detailed information we are likely to need. A variety of different organisations and professionals may also need to be involved so that we can provide you with the most effective service.

Information can be kept on paper records or on a computer database.

Organisations have a legal right to share information when it is in the best interests of the child. Sometimes we have a duty to share information and would need to justify why we did not.

However, we only share information relating to your plans or needs with people who have a legitimate interest in these and need to know.

In Sutton the main organisations working with children and their families have formed a partnership (Sutton Children and Young People's Partnership) which works continually to improve services to support families. Member organisations of this partnership need to share basic information about children and young people easily in order to identify, plan and provide effective help at the earliest stage.

We will ask you for your permission to share the information with others and explain what information needs to go to who.

What if I say "NO"?

You can refuse to all or some of your details being shared. However, this could make it harder for us to help you and may prevent you getting the best service. In some circumstances (see below) we have a duty to share information even without consent.

When can information be shared without my consent?

The only reason we will pass on information without your permission is if there is a legal duty for us to do so because:

- There are concerns about the welfare or safety of a child or young person
- There are concerns about risks of harm to others or to public safety
- There is a need to prevent, detect or prosecute a serious crime
- A court has instructed us to do so.

For how long is information kept?

Information is usually only kept for the period it is needed. However, in some cases organisations are required by law to keep records for specified periods.

For further information please contact the professional or team involved in supporting you or your child.

