

## Your information and your rights (we call this our privacy notice)

### What is personal data?



It is information personal to you like your name, where you live, which agencies support you.

### What type of information do you hold?



We sometimes hold information like your name, where you live, your date of birth.

We may hold information like numbers that help us know it is your record like a health number or social care number.

We might hold details of relatives, family members or people who support you like advocates.

We may have information about concerns related to abuse or neglect or safeguarding adult review processes.

## Can I ask for help?



Yes, you can ask someone to help you understand what information we hold.

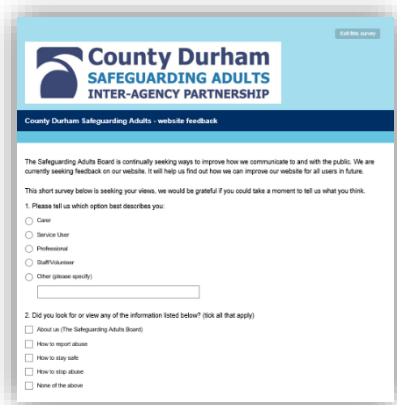
## How do you collect information?



We sometimes collect your data by contacting you on the telephone or using email.

We sometimes collect your information from paper forms or during visits to you or with other people you know.

## Why do you collect information?



To meet what is required to carry out safeguarding adult reviews under the Care Act (2014).

To help with any problems or complaints that you might have.

To help people to tell us their views and experiences when things go wrong.

To learn and make things better when they do wrong.

## Will you share my information?



Yes, sometimes with other agencies or authorities where the law tells us we can. We might share information with the police, health or social care.

We might share information with inspectors like the Care Quality Commission or other relevant agencies.

We might share information if we think you are at risk of harm, abuse or neglect or that others might be at risk.

We might share information to prevent or detect crime.

## How do you store my information and how long do you keep it?



We keep your information safe by keeping it locked away, or on computers that have to meet standards to keep it safe.

We only keep your information for as long as our services need it.

We might need to keep information for longer when there has been a Safeguarding Adult Review.

## What are my rights?



If you think we have information that is incorrect or want to know what information we have you can talk to someone you trust or contact us.

If you think your information shouldn't be held you can talk to someone you trust or contact us.

If you have a question you can contact the Safeguarding Adults Board by email:  
[sabsecured@durham.gov.uk](mailto:sabsecured@durham.gov.uk)

Or by telephone 03000 268870 to find out more.

## What if I am unhappy?



If you are not happy with how we have handled your information you can contact the Data Protection Officer email:  
[DPO@durham.gov.uk](mailto:DPO@durham.gov.uk)

If you are still unhappy you can contact the Information Commissioners Office at their website  
<https://ico.org.uk/for-the-public>

or by telephone 0303 123 1113 (local rate)