

# 'PETERBOROUGH PLUS'

## Why we may keep information about you

Members of Peterborough Plus will keep relevant information about the support you are receiving through our projects. What you tell us will stay with us (that is confidential) unless we feel a vulnerable person is at risk of harm.

If you let us know, you can see information we have kept about you, and we can help you read it / understand it.

## Why we collect information about you

They may be written down (manual records), or held on a computer.

The records may include:

- basic details about you, such as address and next of kin
- contacts we have had with you, and care you receive/received, results of projects you have received a service from, relevant information from external professionals/agencies

We may use some of this information to show our funders how people are benefiting from our services.

## How your records are used to help you

Some of the information will be used to help us improve the service and make it better such as case studies. We will never use your name or personal details when we do this.

We sometimes use questionnaires to help us to find out how you are and how you are feeling about the service we are offering.

## How we keep your records confidential

Everyone working for members of Peterborough Plus has a legal duty to keep information about you confidential in accordance to The Data Protection Act 1998. We may need to share some information about you so organisations can work together for your benefit. We will only ever use or pass on information about you if there is a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk, where the law requires information to be passed on or where it is stipulated in the terms of our contract with a funder. Anyone who receives information from us is also under a legal duty to keep it confidential.

## If you have any concerns or need to make a complaint...

Your concerns will be investigated if you need to make a complaint. You can obtain a copy of our complaints procedure by contacting our Quality Representative by email on amy.hamill@pcvs.co.uk

**Our guiding principle is that we are holding your records in strict confidence.**