

If you need to
contact us

Suffolk County Council

Telephone: 08456 066 067

Email: customerservice@csduk.com

Freedom of Information Helpdesk

Telephone: 01473 264618

Email: foihelpdesk@libher.suffolkcc.gov.uk

 **Suffolk**
County Council

Sharing Information

to improve services for children,
young people and their families

We offer a telephone interpreting service. To use it, phone 0845 6 066 067. Leave your name, language and phone number and a translator will call you back.

我們設有電話傳譯服務，如欲使用，請撥電 0845 6 066 067，留下你的姓名、所用語言和電話號碼，便會有翻譯員回覆你的。

টেলিফোনে অনুবাদ প্রদান করার একটি ব্যবস্থা আছে। এটা ব্যবহার করতে হলে 0845 6 066 067 নম্বরে ফোন করে আপনার নাম, কোন ভাষায় কথা বলেন এবং টেলিফোন নম্বর বলুন তাহলে একজন অনুবাদকারী আপনাকে ফোন করবেন।

Caso deseje esta publicação em português ligue 0845 6 066 067. Será atendido por um gravador de chamadas. Queira por favor, deixar o seu nome, língua a traduzir e número de telefone e um tradutor telefonar-lhe-á em seguida.

If you would like this leaflet in large type phone 0845 6 066 067.

Why do we need your information?

So that we can help you faster, we often need to hold some of the information you tell us. This helps us to refer back to your needs so we can provide a better service for you and your child.

This usually includes:

- Personal information: any information used to identify you and your child, such as your names, dates of birth and address(es);
- Sensitive information: this includes your ethnicity, religious beliefs and any difficulties you and your child may be facing.

The information we keep may be held:

- On computer;
- In paper files;
- On audio/video recordings.

What we will do with the information you give us

Those working with you and your child will:

- Collect information to make sure they know what you need and what help and advice has already been provided;
- Use that information to make decisions with your help that will lead to the right support for you and your child;
- Keep this information safe so that we don't have to ask you the same questions over and over. This also means that there is a record of our discussions so we can plan future help more easily;
- Show you the information so you can make comments on it;
- Update your information to ensure that it is accurate;
- Destroy your information when it is no longer needed and there is no longer any legal obligation to keep it.

- Share the information with other services when allowed by law and when we think it is appropriate, to ensure that you and your child are safe and receive the most effective service from us. Sharing information helps the people supporting you and your child to work together better and decide what they each need to do to help:
 - In most circumstances, the information held about you or your child will only be shared with your consent. This will be explained to you and you will be asked for your agreement for information to be shared. You can withhold or withdraw this consent at any time;
 - Sometimes information may be shared without your consent. This may happen when there are concerns about the safety of a child or young person (Children Act 1989) or where there is reason to believe that sharing it may help prevent or detect crime (Crime and Disorder Act 1998).

Your rights and protecting your information

The Data Protection Act 1998 ensures that sensitive information about you or your child is:

- Only used fairly and legally;
- Only used for the purpose for which it was collected;
- Adequate, relevant and not excessive;
- Correct and kept up to date;

- Kept only for as long as it is needed;
- Processed in accordance with your rights;
- Stored safely;
- Transferred to another country only if that country has similar protection principles.

The Freedom of Information Act 2000 gives you the right to access any information held about you by our services.

Please let us know if you are unclear about any of the information in this leaflet.