



CareTech

Caring for Your Personal Information Advice for Children

How does CareTech Community Services look after the information we have of you?

Who are we?

CareTech is the name of the owner of the company that deliver your care and support.

CareTech are here to provide residential care and / or education to children and young people like yourself.

We have information that we keep about your background, your health, family to make sure that you are cared for in the best possible way to meet your wishes and hopes.

Where do we get information about you from?

We will receive information from social work and other agencies such as education departments, previous schools, police, and courts.

We will receive information from your family and friends about you. You may also tell us information about yourself and what is important to You. We will also receive information about your health from various people such as Doctors and Dentists.

Why do you have my information?

We use the information to make sure that we know how to best care and support you so that you can do your best at the home where you live and / or at school where You learn.

Where do we keep my information?

We keep your information on locked computer systems, secured with passwords which only staff who need to have that information can access. We also keep information in paper form which we keep locked in rooms and / or cabinets.

Who can see it?

People who work with you and we may share information with health, social care and educational staff who work with you such as social workers, doctors, nurses. We will usually try and let you know if we are sharing any information about you with anyone who does not work in our services.

Do You give my information to anyone? Who do we give it to?

We need to share your information with others involved in your health and well-being. Legally that is called 'a duty'.

These people could be local authority's contacts, the police, parents, carers. We respect your rights to privacy and so will share what we have to share and talk to you about why it would be good for your care if there is anything else that might be helpful for others to know.

How long do we keep your information? What do we do with it when it is not needed?

We will only keep your information for as long as it is necessary to support your needs. There are laws that mean that we must keep some information for certain period of time. If you want to know how long we keep information please ask a manager at your individual service.

Can I see my information?	Yes, you can see your information and make sure that it is right and true. You can get details of how to do this through your staff.
Can I complain if I am unhappy about the information you have on me?	<p>Yes, you can and there is a person called Russell Edge who will deal with your complaint you can write, email or ring him. Your staff will support you with this.</p> <p>Email: Data.Protection@caretech-uk.com</p> <p>Telephone: 01707 601800</p> <p>Post: CareTech Community Services Ltd, Parkview, 82 Oxford Road, Uxbridge, UB8 1UX</p>