

# YOUR RIGHTS

You have the right to confidentiality under the EU General Data Protection Regulation (GDPR) and the Data Protection Act 1998; the Human Rights Act 1998 and the Common Law Duty of Confidentiality, the Disability Discrimination Act and the Race Relations Act may also apply.

All of our staff contracts of employment contain a requirement to ensure that your personal information remains confidential at all times.

Put simply, this means that only those people who need to know your details will be provided with access to them.

If you think any information we hold about you is inaccurate or incorrect, please let us know; we will then take appropriate action.

You also have the right to ask us to delete/remove your information from our files. If we feel that it is important that we should keep that information on file, we will explain why. In that instance you may ask us to restrict/block usage of your information. That means that we can keep the details on file, but we can't use/share them.

In each of the above situations, if we have shared your information with another organisation, we will ensure that they also take the action that you requested.

# YOUR RIGHT TO VIEW YOUR RECORDS

You have the right to ask for a copy of all records about you.

To obtain your details, first of all contact the Data Protection Officer at our office (*see address below*).

This must be done in writing by letter or by email and is known as a Subject Access Request. We are required to respond to your request within one month of receiving it.

It will be helpful if you can provide a copy of a utility bill, as this will help us to confirm your identity.

*There is no charge for this service.*

## FOR MORE INFORMATION

Data Protection Officer,  
BLGC, 18 Spa Road, Bolton BL1 4AG

tel: 01204 540100

email: [info@blgc.co.uk](mailto:info@blgc.co.uk)

web: [www.blgc.co.uk](http://www.blgc.co.uk)

Registered Charity No: 1051292

# HOW AND WHY WE USE YOUR INFO

## A BRIEF EXPLANATION



Enriching young lives

# INFORMATION RECORDED

First of all, there is the basic information such as:

- your name, address, date of birth, next of kin, etc;
- details of why you were referred to us.
- any special requirements (such as dietary needs, allergies, etc) that we will need to be aware of.

To allow us to provide you with a professional, safe and efficient service, there is certain other information that we need to record.

This may include:

- why you were originally referred to us.
- details of meetings that we have had with you.
- any support and care that has been arranged for you.
- any activities, etc, that you may have signed up for.
- information that has been shared with us by people who have been helping you in the past.

(A little bit of 'technical' information: we have to have a 'lawful basis' for recording your information; if anyone asks you or us what our lawful basis is, the answer is nearly always 'legitimate interest'. Feel free to contact us if you need a more detailed answer.)

# SHARING INFORMATION

The information that we hold about you will not be shared with anyone other than people who need to know it so that they can properly help you.

**We will only share that information with other people in one of three situations:**

- if you ask us to do so;
- if having your details is absolutely necessary for the person requesting it to be able to support and care for you... and, even then, only if we ask you and you give us specific permission to do so;
- if, by law, providing that information will avoid you - or anyone else - being harmed because your details were not shared with the authorised requestor.

The types of people we may ask you for permission to share information with include agencies or groups who will be able to provide support and care in ways that we believe will be helpful to you.

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to the three recognised exceptions listed above.



Enriching young lives

“OUR STAFF AIM TO  
PROVIDE YOU WITH THE  
HIGHEST QUALITY OF  
SUPPORT AND CARE”

To do this, they need to keep records about you, your needs and the support and care we have provided or plan to provide to you. We know that you value your privacy and the security of personal information held about you.