



Information & Confidentiality

Why Central London Connexions keeps information about you

Your Rights

You have the right to see the information we keep about you. You can:

- See your computer record if you organise a time with us
- Request to see a paper copy of your record – we will supply this to you within 40 days
- Ask for your record to be changed if it is incorrect.

Sometimes, we ask young people to be involved in surveys or research to help us to develop the service. Let your PA know whether you want to take part in these kinds of surveys in the future.

If you want any of this leaflet explained to you, ask your Personal Adviser, call in at your nearest Connexions Centre or telephone 020 7938 8080.

This information is available in alternative formats, please call 020 7938 8080.

If you have any comments on this publication, email: info@centrallondonconnexions.org.uk.

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We respect the confidentiality of your information. However, sometimes there may be legal requirements for us to pass on information without your permission, for example:

- Where child protection issues are involved
- Where there is significant threat to your life or to someone else
- Where you need urgent medical treatment
- Where potential or actual serious criminal offences are involved.

We will do our best to tell you if we have to pass on information in these circumstances.

All Connexions organisations are committed to handling information about young people as required by the Data Protection Act 1998.



Information About You

The Connexions Service needs to keep some information about you so that we can give you the kind of service that you want.

Why Do We Keep Your Information?

- To keep in contact with you
- To make sure you know about our services
- To make sure you get the help, advice and support that meets your needs.

We keep your information on a secure computerised database. Information which can identify you as an individual will only be held for as long as it is needed to offer you support through Connexions.



The information we keep

Basic Personal Information

We keep the following basic details about you:

- First name(s) and surname
 - Date of birth
 - Address including postcode
 - Telephone number – at home and mobile
 - Your e-mail address (if you have one)
 - Education/employment/training status.
- We keep this information to help us to identify and keep in touch with you.

This information may be shared with other Connexions agencies. If we are going to work with any other agencies on your behalf, we may immediately share your name, address and date of birth with them. This is to ensure that we are both talking about the same person. No other information will be shared unless we have your permission. All information is stored and shared securely.

Additional Personal Information

We may record other information which you may have shared with your Personal Adviser, so that we can provide the support you need. Information may include:

- A record of assessments
- Action or development plans.

Sometimes we may need to share information with other organisations to help you to progress, we will get your permission before we do so. If you do not give us permission we will not pass your information on.

This is how we will look after your information:

- Ensure you know why we need it
- Protect it and make sure nobody has access to it who shouldn't
- Inform you of your choice about giving us information
- Let you know if we need to share it with other organisations to ensure you get the service you need
- Make sure we don't keep it longer than necessary.



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