

# Early Help Assessment: Access to your personal information

## Questions you may ask

### Why do you keep information about me?

Information gathered for the Early Help Assessment will be stored and used to assist in identifying services who may be able to support you and your family.

With your permission, this information may be shared with existing/new services or support panels.

There may be certain times when the people working with you will need to share information without telling you or having your permission e.g. when it is felt that a child or adult is at risk of significant harm or to prevent a crime.

### Types of information stored

(Not complete list)

- Name and date of birth
- Address
- Gender and Ethnicity
- Contact telephone numbers

- Details of agencies working with you.
- An assessment of child/family's needs
- Action plan of support.

### Who can see this information?

Your Early Help case coordinator will collect the information. Once the information is collated it will be shared with:

- Parents or the child or young person themselves if relevant
- Staff involved in giving you the service you need
- Administrators/system support workers supporting staff working with you

We will only share your information on a strict 'need to know' basis with staff in other organisations who are involved in your care. Normally we will not share with others before asking you but, if you or somebody else is in danger we may have to.

We plan and commission services jointly with other organisations such as the NHS (National Health Service) and the third sector. This means we sometimes need to use personal information when we are planning which services will best meet the needs of people in Trafford.

We may also share personal information with certain external agencies, when we have a responsibility under the law to do this.

### How do you look after my information?

We make sure the information we keep about you is:

- **Relevant.** We only keep the information we need to make sure you get a good service from us.

- **Correct.** We want the information about you to be true and up to date. You can help by telling us if you your personal information changes, for example if you change your name, address or phone number.
- **Kept confidential.** The only people who can see your personal information are those who need it to provide you with a service.
- **Kept only as long as needed.** We keep some information for a short time after the service we gave to you has ended. When we no longer need to keep information about you, we will not keep it or give it to anyone else.

## What are my rights?

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You have rights about how we collect and use information about you. For example, you have a right:

- to see information we hold about you

You also have the right to complain if you are not happy with:

- the information we are keeping about you
- how well we have kept your information safe
- how long we have kept your information
- not being able to see the information we are keeping about you.

## How do I see the information you are keeping about me?

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To see your personal information, you need to make a request in writing to;

### Corporate Information Officer

Trafford Town Hall  
Talbot Road  
STRETFORD  
M32 0TH

You **must** include proof of your identity with you, such as your driving licence, passport or a utility bill (for example an electricity, phone or gas bill).

We must send you a copy of the information that you have a right to see, or arrange for you to see it at one of our offices, in no more than **40 working days** of getting your request.

You can keep your own copy of any information we hold about you on our files.

## What if the information is not true?

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If you think any of the information we have about you is wrong we will, where necessary, change it, or make a note next to it of what you tell us is the right information.

## What can I do if I am still not happy?

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If we have told you that you cannot see information we hold about you, or that we will not change or remove information you think is wrong, you can write to:

### The Information Commissioner's Office

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Fax: 01625 524 510

Email: [casework@ico.gsi.gov.uk](mailto:casework@ico.gsi.gov.uk)