

## Your information

How we use your information and access your records



**This leaflet sets out what customer information we keep, and how we use it. It also gives guidance on the choices you have about who your information is shared with.**

## Information we record

When you begin being supported by Optalis we will ask for information about you and your situation. These details will be kept secure with computer records and/or hard-copy paper versions. The information may include joint records with health teams that can only be accessed by authorised social care staff.

### Keeping records up-to-date

Details of discussions about the help you need are added to your record as they happen, as are the agreed plans for your care, details of services we arrange for you, and our regular reviews of your support.

Copies of letters and records of phone calls are also stored along with information we receive about you from anyone else, such as your GP.

### Other information we record

We also keep details of your next of kin, or people who you wish us to contact, and of any payments made towards the cost of your care.

We will not share this information with family members or other people you do not wish us to contact.



## How we use your information

We want to develop services based on your specific needs so you receive the best possible care. This will mean a better experience of the support we give, for both you and people involved with you.

To achieve this we must work closely with other people, such as your GP, district nurse or the local hospital, to share information about you.

For example, we are currently working on an initiative to improve health and social care for people with long-term health conditions. This means Optalis staff and our Local Authority partners could collect information on behalf of one another, be part of a joint team, or may use joint records with information about your health and social care needs.

## Sharing your information

We will only share information about you on a strictly 'need to know' basis. You will be asked to sign a consent form before we share any information about you.

You can state on the form whether or not you agree to your information being shared. Your information may be shared for the following reasons:

- Facilitating your care
- Receiving offers of other services and support
- Planning and improving services

The form also allows you to make objections to specific people or organisations you do not want your information to be shared with.

We will only share appropriate information about you with carers, friends, or relatives, where you have given us specific permission to do so. You can tell us if there is anyone you do not want us to pass your personal information on to.

Please be aware we will need to share your information with the providers of your care so they can support you.

If you agree to your information

being shared and don't specify any objections, then we will take this as permission to share relevant information with the people and organisations providing or monitoring your care.

This also includes organisations offering additional or follow up services that may benefit you, and organisations that may use your information to plan and improve local services.



## Regulatory bodies

Optalis is registered under the *Data Protection Act 1998* and all storage and processing of personal data held in manual records and on computers in the organisation will comply with the Act.

We are also regulated by the Care Quality Commission who monitor the service we provide to you.

## Useful contacts

Data controller  
Optalis Head Office  
Trinity Court  
Molly Millars Lane  
Wokingham  
Berkshire  
RG41 2PY

Telephone: 0118 977 8600  
Website: [www.optalis.org](http://www.optalis.org)

Information Commissioner's Office  
Helpline: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

If you would like to access the information we hold on you, please contact the Information Commissioners's Office and complete a Subject Access Request (Optalis will charge a fee of £25.00 for this).