

Getting the support you need

Your information: how we use and keep it



SILC is here to help you make the most of the support available in Surrey, whether you have approached us directly or you have been referred to us (following a discussion with you) by your social worker, GP or another health or social care professional.

To be able to support you effectively we keep records about you, the support we're providing you with and details that help us to do that.

We all value our privacy and SILC has a number of measures in place to make sure your information is kept safe and private.

Most importantly, our service is confidential; nothing you tell us will be shared with any other organisation or individual outside of SILC's staff team without your express permission.

More details about this are given in the [Sharing information](#) section.

Information recorded

The information we record about you depends on how we are supporting you.

For everyone we support, we record basic details like address, date of birth and contact details.

Some other examples of information we may keep include:

- a copy of your support plan if we are helping you to set up and manage your direct payment or PHB,
- details about the recruitment process and the people you appoint, if we support you with employing a personal assistant,
- some of your bank details if we are helping you to complete direct payment or PHB monitoring forms.

Sharing information

The information held about you will not be shared for any reason, unless:

- you ask us to do so,
- we ask and you give us specific permission,
- we are required by law, for example to prevent abuse of an older person or child,
- we are permitted by law, for example where public interest overrides the need to keep the information confidential.

Examples of the types of people we may ask you for permission to share information with include social care practitioners, GPs or other health care professionals.

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

Your rights

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence.

Our guiding principle is that we hold your records in strict confidence. All of our staff contracts of employment contain a requirement to keep your information confidential.

Your right to view your record

You have the right to ask for a copy of all SILC records about you. We are required to respond to your request within 40 days. You will need to give us enough information in order for us to identify you (for example, full name, address and date of birth).

We will ask you to provide ID - for example a passport, full driving license or credit/debit card - before any information is released to you. This is a safety check to make sure you are who you say you are.

If you think any information we hold about you is incorrect, please let us know.

Contact us

You can contact SILC about this using the contact information at the bottom of this page.

If you would like this information in large print, on audio CD, in Braille or another format, please contact us.

SILC is a voluntary organisation led and run by disabled people. To find out more about us, call [01483 458 111](tel:01483458111), text [07919 418 099](tel:07919418099), email admin@surreyilc.org.uk or look on our website www.SurreyILC.org.uk

Surrey Independent Living Council

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