

Privacy Notice

Believe in
children



Barnardo's

This leaflet explains what personal information we record about you, why we record it and how we use it.



Believe in
children

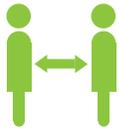


Barnardo's

www.barnardos.org.uk

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Telephone: 020 8550 8822

Barnardo's Registered Charity Nos.
216250 and SC037605



The information we collect about you and how we process it is governed by the **Data Protection Act 1998**. This means that we can only keep records that are relevant to our work with you. These records have to be accurate, up to date, secure and kept for a limited amount of time only.



What do we record?

We record basic information about who you are, where you live, why you are using a Barnardo's service and about the work that we are doing with you.

Why do we need to keep files?

We keep records to help us decide how best we can help you, to record how we have worked with you and to assess how successful we have been in helping you.

Who can see my record?

- Staff at the service you use
- Some senior managers in Barnardo's
- Official inspectors might look at your record to check that Barnardo's is working properly and keeping clear and accurate records
- Representatives of the commissioner where Barnardo's is delivering the service on behalf of another organisation. They would do this to assure themselves – and you – that our work is proceeding as it should.

Sharing information

We will seek permission from you before sharing your record with other services that work with you. We will always respect your wishes if you do not consent to us sharing information except:

- where sharing information with another agency is part of the contract for the service. We will tell you whenever this applies.
- where Barnardo's is delivering the service on behalf of another organisation; again we will explain to you what this means at the outset.
- where we believe you are at risk
- where someone else may be at risk
- if we are legally required to share the information, for example following a court order.

How do I go about seeing my information?

You are able to see your records and receive copies at any time by applying to the Barnardo's service manager. This will usually happen quickly and must take place within 40 days of you asking. Following your request the Service will arrange for you to look through your file in the presence a member of staff. The staff member can answer questions and note any changes you think should be made to the record.

Can any part of the file be withheld from me?

Sometimes the service receives information from someone (e.g. a Doctor) that is written in confidence. When this happens we have to obtain the agreement of the person providing the information before sharing it with you. On very rare occasions we might withhold some of the information because it could seriously harm you to see it. References to other people might also be withheld.

What happens to files when work comes to an end?

The file will be closed and kept by Barnardo's for a minimum of six years. It may be kept longer if policy or law requires this but will be kept for no longer than necessary. Throughout this time you will have the right to see the information kept on you. After that, the file and its contents will be archived

If Barnardo's is delivering the service on behalf of another organisation, then the responsibility for the files returns to that organisation at the end of Barnardo's contract with them.

What can I do if I am not satisfied with the process, or with what is in my file?

If you do not see your file within 40 days of asking to do so or have any other complaints about the contents of your file you can take it up through Barnardo's Complaints Procedure. The manager at the service you use can advise you on how to do this. You can also complain to the Information Commissioner for the Data Protection Act. The Information Commissioner's contact details are:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
01625 545 745

