

## FOR CHILDREN AND YOUNG PEOPLE

## WHAT WE DO WITH THE INFORMATION YOU GIVE US ABOUT YOURSELF

Usually, anything you tell us, or anything you send us by email, or in writing, will be kept just between you and us, unless you or your parent or guardian tell us it is OK to share it with anyone else. When we say “us” we mean people who work for or volunteer for Carers’ Support (Bexley). If you are under 13, we will ask permission from your parent or guardian to share your information with someone who does not work or volunteer for Carers’ Support (Bexley). If you are aged 13 or over, we will ask you.

There might be times when we need to share things you have told us with someone outside Carers’ Support (Bexley) without your permission or without your parent or guardian’s permission. We will **only** do this if we are worried about you and think you might be in danger, or we think someone else might be in danger, or if someone has broken the law or might be about to break the law. In that case, we might have to share things you have told us with, for example, someone from Bexley Council, or even the Police.

So that we can help you in the best way we can, we will need to keep the information you have given us about yourself on our computer, or perhaps in a paper file. Where we have helped you to claim a benefit (for example Disability Living Allowance), we will keep copies of the benefit claim forms so we can refer back to them if we need to. This is so that we can help you with your claim if we need to. We will keep them until you have started getting the benefit or until we are no longer helping you. If we have just given you advice or information, we will keep notes on our computer. We will keep everything safely and securely. Paper information will be kept in a locked cabinet, and computer information will be password protected. We will only use your information for the reason that you gave it to us, and any information that is no longer needed will be deleted/destroyed.

If you give us information about yourself and later change your mind and would like us to destroy or delete your information, you just need to let us know. You can do this by phoning us up (020 8302 8011), or by emailing us: info@carerssupport.org, by coming in to see us, or sending us a note in the post to: Carers’ Support (Bexley), The Manor House, Sidcup, DA14 6BY.

You can also just let us know if you want to see your file at any time, to make sure all the information we have about you is correct.