

## STATEMENT OF CONFIDENTIALITY AND DATA PROTECTION

Any verbal or written information you give to Carers’ Support (Bexley) will be treated as confidential unless you tell us otherwise. Staff and volunteers may need to share information with their supervisor within Carers’ Support (Bexley), but we will not pass on anything to anyone outside the organisation without your consent. The only exception to this will be where we have concerns about the well-being of a child or vulnerable adult, or where a third party may be harmed if the information is not disclosed, where it relates to the risk of self-harming, or where a crime has been or is likely to be committed.

In order to give a good service and to avoid us having to ask you for the same information more than once, it will be necessary for us to keep certain records. This may include written/electronic records about your finances, the health and care needs of family members or any problems you may choose to share with us. Where we have helped you to claim welfare benefits, we will keep a paper file, including copies of forms submitted to the DWP, until your claim has been awarded and your case closed. Where we have just provided advice or information, we will keep some electronic notes on our database, so that we can refer back to them if you contact us again. All files and other information will be stored securely and used only for the purpose for which it was supplied. Any information we hold about you will be deleted/destroyed when no longer requi*r*ed.

If you have provided your name and address and agreed to go on our mailing list, we will send you our Carers Voice magazine twice a year, together with any other information we think could be of interest to you, including information about how you can help our charity if you wish to do so. If you change your mind and would like to be removed from our mailing list at any time, or if you would like us to destroy/delete any records we hold about you, you just need to let us know. You may do this verbally (either face to face or by telephone: 020 8302 8011), by email: info@carerssupport.org or by post: Carers’ Support (Bexley), The Manor House, Sidcup, DA14 6BY.

If you wish to see the records we hold about you, you may do so, provided you give us reasonable notice. You may be asked for some form of identification so that we can verify that you are the person to whom the information relates.