



# Using and Keeping your information safe

**March 2020**

Centre 404 by Law is required to keep some information about you.

That Law is called **Care Act 2014**.



This information will be:

- your life story
- your support information
- your health information
- your medication record
- your risk assessments,
- your goals
- Your hobbies and activities
- Incident reports
- your money records
- All the things Centre 404 support you with to keep you healthy, safe and happy.



Centre 404 keeps personal information such as;

- Your Name
- Date of Birth
- Address
- Phone Number
- National Insurance Number
- NHS number
- Your emergency contact.



This information will help Centre 404 give a good quality support to you and your family.



Centre 404 by Law is required to keep your information safe, secure and confidential.

That Law is called

The **Data Protection Act**



and

## General Data Protection Regulation (GDPR)

The information we keep about you is yours  
It is kept securely in a cupboard with a key, or on the computer with a password.



Only Centre 404 staff who are responsible for supporting you can read your information.

This is;

- Your Support Workers
- Your Project Manager
- Senior Managers who run Centre 404.

At weekends and evenings an on call manager can access some of your data to help when your project manager is not at work.



Centre 404 may also need to share information with your Social Work Team, the Care Quality Commission and other regulatory bodies

This is because they need to check we are doing a good job.

They also need to check we are supporting you in a Safe, Caring, Effective, Responsive and Well led way.

Therefore we will not be able to ask you first.



Centre 404 will also share this information with:

- Health and social care professionals working with you e.g. your GP or the Hospital.

But We will ask you first that you agree to us sharing information with them.



If you are not able to understand why Centre 404 needs to share this information we will meet with people who know you well and complete a

'Mental Capacity Act Assessment'

We will agree to only share information when it is in your best interest.



Centre 404 will keep this information for all the time when you are receiving support from Centre 404.

Once you have left we need to keep Information for 6 years.

We keep information about incidents, your health and money for 10 years.

We keep information about mental health or serious incidents for 20 years.

After that we shred or delete it.



You have rights when it comes to information. You can ask to see a copy, and you can ask us to correct or delete if we no longer need it and the law says that we can. You can ask us to stop sending you information.



Also if you want to take your information with you to new people who are supporting you. Centre 404 will give you this information so you can take it with you.



If you feel worried or have any questions, please ask your support worker or project manager.



If you are not happy about the way we use your information, you can write to The Data Contact. Someone that supports you can do this for you.

Send your letter to :

Data Contact: Centre 404 404  
Camden Road, London N7  
OSJ .

Email  
[general@centre404.org.uk](mailto:general@centre404.org.uk)



**CONTACT your Support worker or Project Manager if you have any questions:**



Telephone: [general@centre404.org.uk](mailto:general@centre404.org.uk)



Address: Centre 404  
404 Camden Road  
London N7 OSJ



Website: [www.centre404.org.uk](http://www.centre404.org.uk)

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*E-mail:*