

# Confidentiality and Access to Records



Housing and social care professionals keep records about the services and care you receive from their departments. These records help ensure that you receive the best possible service and care from us.

## How are your records used to help you?

- Information is available if you need to see another housing or social care professional
- There is a good basis for assessing the type of quality of care you have received
- Your concerns can be properly investigated should you make a complaint

## Confidentiality

All staff have a duty to keep information about you confidential and secure. We may need to share information about you, for example with the NHS so that we can work together for your benefit.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires information to be passed on.

## For example:

- Place a person at increased risk of significant harm
- Prejudice the prevention, detection or prosecution of a serious crime
- Lead to an unjustified delay in making enquiries about allegations of significant harm to a child or adult

City of York Council



01904 554145



haveyoursay@york.gov.uk



[www.york.gov.uk](http://www.york.gov.uk)

## **How can you access your records?**

- The Data Protection Act 1998 gives you the right to see personal information the Council hold about you, your request to access that information must be in writing
- Under the Data Protection Act 1998 we have 40 days in which to prepare your file
- You do not have to tell us why you want a copy of your information
- A member of staff will contact you when your file is ready
- There is no charge

There may be some information in your records which is exempt from disclosure to you. This may include:

- where the information on file identifies another person
- where a third party has supplied information which they regard as confidential
- where there are specific legal restrictions on the release of information

If you want to see your records please write to the Customer Feedback Team, City of York Council, West Offices, Station Rise, York, YO1 6GA. If you wish to speak to someone about your request tel: 01904 554145. Please be clear about the service you have used and the files you want to see, the following information will help us to locate your files: Surname, First name (s), maiden/former name, date of birth, present address, address at time of receiving service (if this is different), names of staff you have dealt with.

If you would like to appeal against any decision to withhold information from you or if you are unhappy with the way your request was dealt with you can make a complaint to the Complaints Manager, Customer Feedback Team, City of York Council, West Offices, Station Rise, York, YO1 6GA or email [haveyoursay@york.gov.uk](mailto:haveyoursay@york.gov.uk).

If you remain unhappy you can contact the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Tel: 08456 306060 or email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

**This information can be provided in your own language.**

**我們也用您們的語言提供這個信息 (Cantonese)**

**Ta informacja może być dostarczona w twoim (Polish)  
własnym języku.**

**Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)**

**☎ 01904 554145**