



## Looking After Your Personal Information



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We (Dimensions UK Limited) hold personal information about the people who we provide services to. That's you.



We use this information to;

- understand your care and support needs
- give you the right information
- arrange services to meet your care and support needs
- needs

Understand if you or other people are at risk of abuse and do something about it.



We might not be able to provide you with a good service unless we have the right information.

We will talk to you, your local authority, your social worker (if you have one), health professionals such as your GP and your family and friends (if you are happy for us to do so).



We need to have your permission to use this information for any other reason than to provide you with support.



We store personal information safely and securely  
We make sure that the information is right  
We only keep the information for as long as it is needed



All of the information we keep about you is to help Dimensions provide you with good support.  
The information includes your name, age and address  
As well as more sensitive information, such as your health, relationships or history.



We will keep your personal information on a computer or we might have paper copies.  
Dimensions is very careful at looking after your personal information at all times.



You can ask;

- To see your information
- For things that are wrong to be changed
- To have your information removed, but only in very special circumstances



You can also ask not to have your information used for any other reason than to provide you with good support. For example, we must ask you if we are going to use it for marketing or advertising purposes.



Your information or some parts of it will not be shared with other people, including your family if you do not want them to know things about your life.



Some of our services are provided in partnership with other Organisations.

This means that we might need to share information to ensure services are right for you and the continuity of your support.



We will ask your permission to do this and we will have an information sharing agreement in place to make sure that we are only sharing things that are helpful in providing you with good support.

You can say no, but it may mean that you might not get all of the services you need.



We can share information without your permission, if someone is in danger, of harm or a crime.



Your rights:

To find out more you can read our privacy policy on our website.

Or you can contact Jackie Fletcher via email

[caldicott.guardian@dimensions-uk.org](mailto:caldicott.guardian@dimensions-uk.org)