

How can I apply for access to my personal information?

You will need to ask the professional working with you. It will depend on which agency they are from. Usually you will have to fill in an 'Access Request Form' or send a request in writing.

If you are requesting information from the Local Authority, they have to respond within 40 days of receiving your correctly completed application.

Please note that you may also be asked for a fee.

Other agencies may have other rules, so please ask the professional working with you.

Want to know more?

Corporate Information Manager

Chief Executive's Department
Civic Centre

Plymouth PL1 2AA

Tel: 01752 304067

Information Manager

Department for Children's Services

Civic Centre

Plymouth PL1 2AA

Tel: 01752 307501

National Health Service

All enquiries in writing to:

The Information Governance Team,
Plymouth Teaching Primary Care Trust,
Building One,
Plymouth PL6 5XP

Connexions - Devon and Cornwall

Freephone 0800 975511

Youth Offending Team

Floor 3 Midland House

Notte Street,

Plymouth PL1 2EJ

Tel: 01752 306999



Issued on behalf of
Plymouth Children &
Young People's Trust

Information sharing and assessment

Why is personal information kept by agencies?



Why is my personal information held?

All agencies who provide you with any kind of service have to keep personal information about you.

This is so they can plan and give you the services you require.

What type of information is kept?

It depends on the service you are getting, for example health visitors keep information on how a child is developing, teachers on how a child is learning and so on.

How is it stored?

The information is held confidentially either on computer or in a secure manual filing system.



Who is responsible for it?

Making sure your personal information is kept securely and is up-to-date is the responsibility of each agency providing the service to you.

Information about you is protected by law and has to be treated carefully. We are making sure that everyone working with you is clear about what these rules are.

Consent to share

Some information we have to pass on with or without consent, for example, if we are concerned about your safety or if we think other people may be at risk of harm; if we learn about a serious crime being planned or has been committed and also if a court tells us we must do so. Usually though we would talk to you about sharing.

Your information may also be shared with government departments where we are required to do so by law



How to view your information

You have the right to ask us if we hold personal information, what it is used for and to view the information we hold. You also have the right to know whether we disclose any personal information to other people and to ask us to correct anything that is wrong.

Do I have the right to see all my personal information?

You have the right to see your personal information with some specific exceptions. For example, you will not be allowed to see personal information that contains details about someone else, even a member of your own family, until that person has given permission. There may be occasions when it is considered that it would not be in your best interests to see it. If that is the case, we will ensure that you are given a full explanation at the time so that you understand why this decision has been made.

