Protecting your personal information is important to us

Northamptonshire Carers is registered with the Information Commissioner’s Office and acts in accordance with the Data Protection Act (1998). Under this Act your personal information will be treated as confidential, kept safe and secure, used fairly and lawfully and not kept for longer than is necessary.

How we use your personal information

By registering your details with Northamptonshire Carers and/or having a Carers Assessment, a confidential computer record will be created. This will be kept securely as per the Data Protection Act (1998). We do this in order to provide better support – avoiding you needing to repeat your story each time you contact us and so that we can deliver statutory Carers Assessments on behalf of Northamptonshire County Council.

Who has access to your personal information

We restrict access to personal detail to staff and volunteers so that they can only access it if they need to do so in line with their work. All our systems are password protected and we take security very seriously.

We complete Carers Assessments on behalf of Northamptonshire County Council so Carers Assessments and Support Plans are shared securely between us in order to deliver this statutory service. We will ask your consent before recording and sharing your information.

Your information will only be shared with other parties with your consent. For example if you agree to be referred to other organisations to provide support.

An exception to this would be if we need to report a risk to yourself or others whereby we are duty-bound to follow safeguarding policies.

Your right to view your information

You have the right to view the personal records we hold on you. Please contact us to request this and we will endeavour to do so as soon as possible.

For further information or to discuss this further please contact us and ask to speak to our Information Governance lead.