

How long are records kept?

This varies depending on the service you received or are receiving. For example, records belonging to children who have been in care or adopted are kept much longer than others.

Will it cost me anything?

There is no charge to provide a copy of your records. However, if there is a lot of work involved we may charge a small fee to cover administration costs.

What if I am not satisfied with the process?

If you do not see your file within 30 days of making the request or have complaints about the content of your file you can address it through Nugent's Complaints Procedure.

Contact:

The Complaints Manager
Nugent Head Office
99 Edge Lane
Liverpool L7 2PE
Tel: 0151 261 2000

You can also complain to the
Information Commissioner at:

Wycliffe House,
Water Lane,
Wilmslow, Cheshire SK9 5AF
Tel: 01625 545 745



Seeing your records



Head of Quality Assurance
Nugent
99 Edge Lane
Liverpool
L7 2PE
Tel: 0151 261 2000

Email: info@nugentcare.org

Web: www.wearenugent.org



www.wearenugent.org

Registered Charity Number 222930



The information we collect about you and the way we process it is governed by the Data Protection Act 1998 and the General Data Protection Regulation (GDPR). This means that we can only keep records that are relevant to our work with you. These records have to be accurate, up to date, secure and kept for a limited amount of time only.

What are records?

Nugent is required to keep records in order to provide efficient and effective services.

We provide a wide range of services to individual people and we keep records about each person with whom we work. These records contain:

- Basic details about you, such as your name, address, date of birth and medical information.
- Diary sheets recording events.
- Letters and correspondence from you.
- Notes and reports about the help you need.
- Records of decisions made about the support and services you need.
- Relevant information from other people.

Can I see my records?

Yes – you have the right to see anything that Nugent has written about you or is held on computer.

Are my records confidential?

Keeping records is an important part of our daily work. We take this responsibility very seriously and take extra care that information given in confidence is kept securely.

There are occasions when we have to share information with others for a variety of reasons, but we keep this to only the minimum necessary.

How can I see my records?

If you are currently receiving a service from Nugent and want to see your records, speak to the Manager at your service.

If you have received a service in the past and think Nugent holds records about you and you wish to see them, write to:

**The Head of Quality Assurance,
Nugent,
99 Edge Lane, Liverpool L7 2PE**

You will be sent an application form, which you will be asked to return with two forms of identification.

What happens next?

If there are any specific things you wish to find out through seeing your records, it will help if you tell us what they are. This will allow us to give you access to the information you need more quickly.

You will normally be provided with a copy of the records you have requested within 30 days.

This can be extended by a further 2 months if your request is complex. If this is the case you will be informed in writing.

- Records are normally sent out recorded delivery.
- In some circumstances you may be asked to make an appointment to see a member of staff with your records at a convenient location.
- If you feel that there are any errors in the records, you should raise these with the member of staff dealing with your access request.

- As records contain very personal information, some people should seek advice/support prior to applying to see their records.

Is there anything in my records I cannot see?

Sometimes information we keep is provided by other people, and we cannot pass on information they give us without their consent. Also, you are only entitled to see your own personal information, not anything written about anyone else, even if they are members of your own family.

The following are the reasons why information could be withheld. You cannot see:

- Records we keep about other people, even if you are related to them, without their permission.
- Information we have received about you from others unless they give their consent.
- Information which is considered to be seriously harmful to you.
- Records relating to work where legal proceedings are underway.
- Information held for the purposes of crime prevention or detection, or the apprehension or prosecution of offenders where your request for this information is likely to prejudice either or both of these purposes.

However, in all cases every effort will be made for you to see all the information we hold.