

# Your Personal Information



At Certitude, we have to keep different types of information about you for staff and other people to read.



This helps us to make sure we offer you the best support possible and that you and others are not at risk of any danger or harm.



It is also the law.



What is a record?



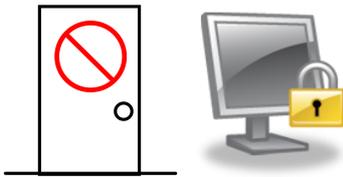
A record is information (a report, support plan, pictures or videos) that might be kept on paper or a computer. It may contain personal information about you and your support.



It is important that the information we keep is correct, safe and easy for people to understand.



**How do I know that the records about me are kept safe?**



**We are legally required to make sure information about you is kept locked in a safe place so other people can't see it.**



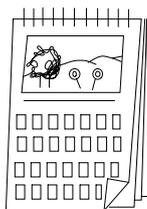
**If you would like to know where information is stored about you, you can ask a member of staff who can tell you.**



**Can I see the information that is stored about me?**



**Yes you can. If you want to see all of it, you have to write to us asking to see it. The team that supports you can explain how to do this.**



**We have to show you your records within 1 month.**



**What if I need help to write a letter?**



**Staff or your family members/advocate can help you write a letter if you need it. You would need to sign it though.**



**What if I need help to understand the information that is written about me? I might want help from my family member or advocate.**



**You would need to write to the us saying that you give permission for the family member or advocate to see the information before we can give it to them.**



**This is to protect you, ensuring information about you is not being given to the wrong person, or without your permission.**



**There is some information that the organisation will collect that may help us improve the services we provide.**



**All the information we collect will not have personal details about you. This means the information will be anonymous.**



**You have legal rights that give you control over how your information is used.**



**If you want more information about this or if you are concerned please tell a member of staff and they will help you as much as they can.**



**If this doesn't help, you may want to consider making a complaint.**

**See the Complaint Policy.**