

Compliments, Comments and Complaints

We are committed to ensuring our Members receive the very best support; when issues are drawn to our attention, we make every effort to restore our high standards immediately. For compliments, comments, complaints, please contact the Lifecraft Manager.

Alternative Formats

If you require this leaflet in an alternative format, i.e. Braille, audio, large print or a different language then please contact us.

Further information

If you would like to know more about how we use personal information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet, please speak to the Lifecraft Manager.

Contact Us:

Lifecraft
The Bath House,
Gwydir Street
Cambridge,
CB1 2LW

Telephone: 01223 566957
Email: info@Lifecraft.org.uk

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How We Use Your Information

Looking after Confidential and Personal Information

This leaflet explains why information about you is collected and ways in which this information may be used.



Lifecraft aims to provide you with the highest quality of support. To do this we need to keep records about you, your health and the support we have provided or plan to provide to you. Lifecraft knows that you value your privacy and the security of personal information held about you.

What information does Lifecraft hold about its Members?

Information about Members is recorded and held on both paper and computerised systems as part of providing you with our services. This information includes:

- Personal and contact details
- Information about your physical and mental health,
- Information you provided on your Support Contract
- If we write a letter or e-mail about you or on your behalf, our policy is to offer you a copy at time of writing and to retain a copy on file.
- Records of any significant contact you have with staff or any incident at Lifecraft.
- We may also from time to time have to record information regarding Member safeguarding.

It is essential that we have accurate and up to date details to ensure the appropriate support is provided to our Members. For this reason we ask that our Members let us know any changes to their personal details as soon as possible. If you think any information we hold on you is inaccurate or incorrect, please contact a member of staff.

How Your Records Are Used

Your records are used to guide and administer the support you receive to ensure:

- Lifecraft staff have accurate and up-to-date information about you and your health
- Make sure Lifecraft's services can meet Member's needs
- To prepare statistics on attendance and use of our services
- You are kept up to date with the services Lifecraft is providing
- Your concerns can be properly examined if you need to complain.

Sharing Information

The information held about you will not be shared for any reason, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we are required to by law,
- we are permitted by law, for example where public interest overrides the need to keep the information confidential.

Lifecraft supports the rights of all Members to restrict the disclosure of their personal information; however it is essential that Members make these wishes clear to our staff, as there may be implications of withholding certain information.

Lifecraft uses a number of private companies to support the delivery of our services; where this is the case, agreements are put in place, which ensure that these companies comply with the Data Protection Act 1998. For further information about the extent of this sharing, Members can contact the Lifecraft Manager.

Your Rights

Our guiding principle is that we hold your records in strict confidence.

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply). We also comply with the NHS Code of Practice on Confidentiality to keep records about you confidential, secure and accurate. All of our staff contracts of employment and our volunteer agreements contain a requirement to keep information confidential.

How do I get a copy of my Lifecraft Member records?

The Data Protection Act 1998 allows you to find out what information is held about you on computer and in certain paper records. This is known as "right of subject access" and it applies to your Lifecraft records. If you want to see them, you can make a written request to the Lifecraft Manager. You should also be aware that in certain circumstances your right to see some details in your records may be limited in your own interest or for other reasons.