



Looking After Your Personal Information



Looking after your personal information



We (Dimensions UK Limited) hold personal information about the people who we provide support or housing services to.

waymarks

discovery
Get more from life

Outreach 3Way
PART OF DIMENSIONS

That includes the people that we provide services to through Waymarks, Discovery and Outreach 3 Way.



We use this information to;

- understand your care or housing support needs
- give you the right information
- arrange services to meet your care or housing support needs
- Understand if you or other people are at risk of abuse and do something about it.



We might not be able to provide you with a good service unless we have the right information.

We will talk to you, your local authority, your social worker (if you have one), health professionals such as your GP and your family and friends (if you are happy for us to do so).



We need to have your permission to use this information for any reason other than to provide you with support or housing support services.



We store personal information safely and securely

We make sure that the information is right

We only keep the information for as long as it is needed



All of the information we keep about you is to help Dimensions provide you with good support or housing support services.

The information includes your name, age and address

As well as more sensitive information, such as your health, relationships, history or capacity to sign tenancy agreements.



We will keep your personal information on a computer or we might have paper copies.

Dimensions is very careful at looking after your personal information at all times.



You can ask;

- To see your information
- For things that are wrong to be changed
- To have your information removed, but only in very special circumstances



You can also ask not to have your information used for any other reason than to provide you with good support or housing support services. For example, we must ask you if we are going to use it for marketing or advertising purposes.



Your information or some parts of it will not be shared with other people, including your family if you do not want them to know things about your life.



Some of our services are provided in partnership with other Organisations.

This means that we might need to share information to ensure services are right for you or your housing support.



We will ask your permission to do this and we will have an information sharing agreement in place to make sure that we are only sharing things that are helpful in providing you with good support.

You can say no, but it may mean that you might not get all of the services you need.



We can share information without your permission, if someone is in danger, of harm or a crime.



Your rights:

This easy read is a summary of our privacy policy. To read our full privacy policy visit our website:

www.dimensions-uk.org/legal



Or if you would like more information you can contact Jackie Fletcher via email

caldicott.guardian@dimensions-uk.org