

## Your Guide to the Information that Connexions keeps about you.

### Why does the Connexions Service keep information about me?

Many people who provide services you already use, like doctors and teachers, hold information about you in order to provide you with those services.

The Connexions Service also holds information about you.

The reason for having this information is to help us provide you with the guidance and support you require to progress in education, training or employment opportunities.

Our policy is to be open with you about our partnership working and data sharing with other organisations.

### Where does Connexions get information about me?

Connexions gets information about you from other organisations they work with, for example schools. These organisations are sometimes required to give us certain information by law.

Any further information kept about you will be information that you have given us when talking with your Personal Adviser.

### What sort of information does Connexions keep about me?

The sort of information that is kept about you includes:

- o **First names(s) and surname**
- o **Date of Birth**
- o **Address, including postcode**
- o **Telephone number / email address**
- o **Gender (Male or Female)**
- o **\*Ethnicity (Black Caribbean, White British, Indian, etc...) \*\***
- o **School/College attended**
- o **GCSE results, if appropriate**

- o **What you plan to do when you leave school or college (known as Choices and Intended Destination)**
- o **Whether you have been submitted to or received offers for college courses, apprenticeships or jobs**
- o **What you are doing (for example in school, college, employed, unemployed)**
- o **Your Lead Personal Adviser name her/his office and contact details**
- o **Level of support provided by Connexions**
- o **Record of all contacts you have had with Personal Advisers**
- o **Parent/Carer contact name, if necessary**
- o **Information on your health\*\***
- o **Criminal convictions\*\***

\*Information on ethnicity is recorded to comply with *The Race Relations (Amendment) Act 2000*.

\*\* The processing of sensitive personal information is strictly controlled by law. We will always try to gain your consent to record and share sensitive information, for example, about health or criminal convictions, but there may be times when we are legally required to record and share this information without your consent. Where there are safeguarding, child protection or child exploitation issues we are required to share information with other agencies.

### What do you do with the information you collect about me?

Those working with you use it to understand your circumstances and provide the best help available. This may involve sharing the information with other organisations. Your information will also be used to produce reports and statistics, but in these cases it will not be possible to identify you.

### How is the information about me kept?

We may hold the information in either paper or electronic form, but in either case it will be kept securely and only made available to authorised Connexions staff.

Information in electronic form is kept on a database known as Core+.

While all information on this database is accessible to all authorised staff, they only access it on a 'need to know' basis using their unique password which they do not share with anyone else.

Your Personal Adviser will agree with you what information is to be recorded after each interview you have with her/him. Each time we record information about you we will apply the following standards:

- We will only record information that is relevant.
- We will only record factual information and keep this up-to-date and accurate.
- We will record information clearly so that it is easy to understand.
- We will always show where information has come from.
- We will only keep information for as long as is necessary then remove it.

### Who do you share my information with?

We work closely with the following organisations:

- o **Children's Services**
- o **Colleges**
- o **Connexions services in other areas**
- o **ContactPoint\*\*\***
- o **Greater Manchester Residuary Body who coordinate the Activity Allowance and Learning Agreement**
- o **Health professionals**
- o **Housing**
- o **Jobcentres**
- o **Learning and Skills Council**
- o **Police**
- o **Schools**
- o **Training Providers**
- o **Youth Offending Teams**
- o **Youth Service**
- o **Voluntary organisations such as Barnardo's, NCH Action for Children**

There will, therefore, be times when we will exchange information about you with these organisations. Each time we exchange information we will apply the following standards:

- We only use or pass on information if it is in your interests and relevant.
- We will only record information about you that is given to us by other organisations if it is relevant to our service.

### What if I want to see my information, or don't want you to record or share it?

When you see your Personal Adviser you can see the information on the screen, if s/he is logged into the database at the time.

If you want a copy of the information we keep about you, you must apply in writing, to the Operations Support Manager. (see address below) There may be a small administration fee to provide this information.

A simple note, saying, **"I would like to see the records that Connexions keeps about me"** signed and dated with your name and contact details will do.

As we will need to know that **you** have made the request to see **your** information, you should hand your letter in to a member of the Connexions staff who knows who you are. They will then pass the letter on to the Operations Support Manager.

Once we have verified that **you** have made this request, we will respond to you within 40 calendar days.

**If you do not wish us to record or share certain information with other agencies, you will need to tell your Personal Adviser. S/he will discuss the consequences of this with you, as it may restrict the service that we can provide.**

We will record on the database when you have given consent to record or share information. Each time you see a Personal Adviser s/he will check whether you are happy with us continuing to record and share information about you. If you wish to withdraw your consent for us to record or share information we will also record this on the database.

\*\*\* Connexions will disclose information to the Department for Children, Schools and Families (DCSF) for inclusion on **ContactPoint**.

ContactPoint will only hold identifying information for a child (up to her/his 18<sup>th</sup> birthday), and contact details for parents/carers and for services working with a child. By law, ContactPoint cannot hold any case information (such as medical records, school records, case notes or assessments).

ContactPoint will help authorised practitioners to find out quickly who else is working with the same child, making it easier to deliver more coordinated support.

If you wish to see a copy of **your** information held on **ContactPoint** you will need to contact the ContactPoint team at your local council. Your Personal Adviser can give you the contact details for your local ContactPoint team.

If you have any further questions about the information in this leaflet you should, discuss this with your Personal Adviser or contact:

The Operations Support Manager  
Better Choices Ltd.  
Lee House,  
90, Great Bridgewater Street,  
Manchester,  
M1 5JW.

Please contact the Operations Support Manager if you would like a copy of this leaflet in another format, e.g. large print, Braille or audio tape.

You can always get advice on data protection from:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
Information Line: 01625 545 745  
Website: [www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)  
Email: [data@dataprotection.gov.uk](mailto:data@dataprotection.gov.uk)