

Sharing information about you so that you get better care

West Sussex County Council, the NHS, and other organisations work closely together to make sure adults living in West Sussex who use services receive co-ordinated assessments and care.

Why is it important we share your personal information with others?

We want to make sure we provide you with a good, coordinated and efficient service. To do this we need to share your personal data with health and social care professionals involved in your care. This means you will not have to repeat the same information each time a care professional is involved. It also gives the care professionals the information they need to support you. We may also share your information with other organisations during public emergencies.

We comply with the Data Protection Act 2018 and the UK General Data Protection Regulation. We will process your data in line with the requirements of this legislation.

What information will be shared?

We will share basic personal information about you, such as your name, address, date of birth, and doctor's details. We will also share the information we gather during your assessments. This could include medical information, or be about any difficulties you are having, what you tell us you need, and details of any help or services you are receiving.

Who will you share my personal data with?

We share your data with health and social care professionals. For a full list please see the Adults' Services [full privacy notice](#).

Do you need my consent to share data?

We only share your data when there is a lawful basis for doing so. The usual basis for sharing is that it is necessary to ensure you are provided with appropriate care. There may be occasions where we will require your consent before we share your data. If this is the case, we will contact you.

Information on an emergency contact, next of kin or carer

If appropriate, we will ask you for details of an emergency contact, next of kin and carer. Please let them know that you have given us their details as we will share this information with other care professionals when it is needed.

What if I don't want to share my information?

If the relevant information is not available at the time it is needed, it may cause problems or delays in providing you with suitable care or services.

How is my information kept safe?

West Sussex County Council have a legal responsibility to keep your information secure and confidential. We respect your privacy and are committed to protecting your personal data.

How long will you keep my data?

We keep your personal data for as long as we are providing you with adult care services and for a period of time after this. For more information about this, please speak to the care professional you have been in contact with.

What if I have a concern about the way my information is being managed?

If you are not happy with the way we manage your information please tell someone you feel might be able to help you, for example, a trusted care professional. They, or their manager, are often best placed to help you. Or let our Complaints Team know. Please log your comment or complaint online at:

- The West Sussex County Council [complaints page](#)
- Phone 01243 777100 (Please help us to keep this phone line for people who cannot use the internet without help, or who want general advice about the complaints process)
- Call using Relay UK 18001 01243 777100 (from a textphone or the NGT Lite app downloaded onto a computer, tablet or smartphone).

Please also refer to the West Sussex County Council Privacy Policy which provides details on your rights, how to complain and the Data Protection Officer:

- The [West Sussex County Council privacy policy](#).

Who to contact for further information

If you want to talk to someone about any of the information in this leaflet, please speak to the care professional you have been in contact with. Or you can contact Adults' CarePoint. Their details are at the end of this document.

There is also more information available on how we share your data within the Adults' Services privacy notice.

If you would like further copies of this leaflet or would like this information in another format, for example, on audio CD or Easy Read, please contact Adults' CarePoint. See contact details below.

Contact details

Phone: Adults' CarePoint 01243 642121.

Call using Relay UK: 18001 01243 642121 from a textphone or the NGT Lite app downloaded onto a computer, tablet or smartphone.

Write to: Adults' CarePoint, County Hall, Chichester, West Sussex, PO19 1RQ.

Website: visit [the How to get adult social care support page](#) of the West Sussex County Council website and fill in the 'Contact us' form.

Our public information

Current versions of all our public information are available on [the West Sussex County Council website](#).

We are committed to equality, celebrating diversity and preventing unlawful discrimination. We value the people we support, our staff and partners for who they are, and we actively promote fairness and respect for all. We also expect our staff to be treated politely and with respect by the people we support.