

## Seeing Your Records

### What are records?

Like most organisations, we need to keep records so we can provide an efficient and effective service to our customers. We provide a wide range of services to individual people. We therefore keep records about each person we work with. These records are also known as **case files** and may be written down (manual records) or held on computer. They may contain:

- basic details about you such as your name, address, date of birth and the name of your doctor
- letters and correspondence from you
- notes and reports about any help, care and services you are receiving
- records of decisions made about the support and services you need
- relevant information from social care or health professionals or other people who know you.

### Can I see my records?

Yes - under the **Data Protection Act 1998** you have the right to see the records that Devon County Council holds about you.

### How do I arrange to see my records?

To request a copy of your information you will need to write to us, details of how to contact us are at the end of this factsheet under *Who do I contact to see my records?*

- All we require from you is a **brief letter** telling us which information you would like to see, and giving us your **full name** and **date of birth**. Alternatively you can ask for a **Subject Access Request form** which is also available at: [www.devon.gov.uk/subject\\_access\\_form\\_july\\_2010 .pdf](http://www.devon.gov.uk/subject_access_form_july_2010.pdf)
- We also require **two forms of identification from you**. One document needs to show your name and date of birth and the other needs to show your name and current address. These could be a **photocopies** of your birth certificate, drivers licence, passport, medical card or recent utility bill, invoice or bank statement.
- If you have difficulty writing the letter yourself, we can arrange for someone to help you, or if you wish, you may appoint someone else to apply on your behalf such as a relative, an advocate or your solicitor.
- We will let you know when we have received your letter and we may need to contact any third parties referenced in your records, with your details, to request their consent to disclose their information to you.
- We do not charge a fee for you to see a copy of your records, unless a vexatious or repeat request is made.
- If there is a disagreement about the accuracy of a record, you have the right to have your version added. The fact that you disagree with the accuracy of the original record can also be added to the file.

Please let us know if you would prefer to view your records in privacy, with a member of staff available to answer questions. If you view your records, you are entitled to a copy of the information

made available to you, if you request it.

If you are dissatisfied with the way your request has been handled by the Directorate you have the right to make a complaint using our Complaints Procedure. See our leaflet **Ref 3. Compliments, Comments & Complaints**.

## Can anyone else see my records?

If people work closely with our staff to help you, they may need to see part, or all, of your record. Such people might include health (NHS) staff linked to adult social care teams.

We recognise that the type of service we provide means that the information we record is personal and sensitive. Our staff, and people who work closely with them, know that records must be kept confidential and not discussed or shown to anyone else without your permission.

In some situations, however, we may have to show information to other people without your consent such as:

- when a Court of Law orders that information must be disclosed
- when a person or an organisation has a legal right to the information.

If you have any questions about this, please ask a member of staff.

## Is there anything in my records that I cannot see?

Yes – sometimes we hold information provided by or identifying other people. You will appreciate that we need the trust of people who know you, and in most circumstances, we cannot pass on information they give us without their consent.

You are only entitled to see **your own** personal information, **not anything written about anyone else**, even if they are members of your own family, unless it is with their consent.

## Who do I contact to see my records?

**If you wish to request a copy of your information** you need to write or return the form to:

Devon County Council, Strategic Intelligence, Room L10, County Hall, Topsham Road, Exeter, EX2 4QD. **Telephone:** 01392 384674 or **email:** [dpoffice@devon.gov.uk](mailto:dpoffice@devon.gov.uk)

**See also:** Our leaflet **Ref 3. Compliments, Comments & Complaints FS13 - Advocacy**

**Further factsheets** can be found online at [www.devon.gov.uk/factsheets](http://www.devon.gov.uk/factsheets)

If you have any further questions please contact **Care Direct 0845 1551 007**

A large print version of this factsheet is available on [www.devon.gov.uk/largeprint-factsheets](http://www.devon.gov.uk/largeprint-factsheets) but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email [customer@devon.gov.uk](mailto:customer@devon.gov.uk).

Factsheet 4 - 07 September 2010 (2 Pages)