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**Your information and how we use it**

**A guide for prospective foster carers**

We hold personal information about our service users and those who provide services for us.

For purposes of Data Protection Legislation, we are a *“data controller”*.

This notice gives you information on how we manage your information and your rights regarding the information we keep.

We process your information to ensure that you are suitable to be a Foster Carer, and to support you further if you are approved as one.

We store your personal information on paper files and on computer. Tower Hamlets Council makes every effort to keep all information secure and complies with all relevant legislation including Data Protection Legislationand applicable standards.

Only those who assess your application or who provide you with support for your need as a foster carer are allowed to access your record. All practitioners and support staff handling personal information have relevant training and have had the relevant security checks for the type of information they handle.

**Sharing information**

There are times when we need to share information with other organizations so that you receive the services you need. There are also times we are required by law to pass on information to other agencies.

We will not share information about you without your permission unless we have to provide it to protect other people from harm, or we have to provide that information by law.

The organisations we share information with are required by law to keep the information confidential and use it only for the purposes allowed.

**Seeing your information**

Under Data Protection Legislation, you have a right to see the records we hold about you, on paper and on computer.

You need to make a written request to the address below for the information:

Head of Information Governance

Tower Hamlets Town Hall,

160 Whitechapel Road,

London, E1 1BJ

Email: dataprotection@towerhamlets.gov.uk

Alternatively, you can complete an online *‘Subject Access Request’* form on our website at: [Data Protection Act (towerhamlets.gov.uk)](https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/data_protection__freedom_of/data_protection_act.aspx)

When you ask to see your records, we will respond to your request within 40 days as required by law.

**Maintaining accurate information**

We want the information we keep about you to be correct. Please let us know if your address or your circumstances change.

If you think any information, we hold about you is not right, please notify us. We will check and correct the record if we find that it is wrong.

If you do not agree with the information we hold, we will add your comments to the information so that your view is clearly recorded.

**How to complain**

We want to provide good quality services for everyone. But if things go wrong, we need to know so we can put them right and learn from them.

If you are not happy about any part of our service, you can complain to the person who deals with your case or their Manager.

We hope to be able to settle your complaint quickly and informally at your first point of contact. Where this is not possible, you can call or send a formal complaint to the Corporate Complaints Team at the address below, or you can fill in a ‘*Customer Complaints Form’* on our website at [Complaints about children's services (towerhamlets.gov.uk)](https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/complaints/Complaints_about_childrens_services.aspx)

Corporate Complaints Team

Tower Hamlets Town Hall,

160 Whitechapel Road,

London,

E1 1BJ

Email: complaints@towerhamlets.gov.uk

**Further information can be found on our website:**

[Data protection & freedom of information (towerhamlets.gov.uk)](https://www.towerhamlets.gov.uk/lgnl/council_and_democracy/data_protection__freedom_of/data_protection__freedom_of.aspx)

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