

your guide

- We only use or pass on information if it is in your interests.
- The exchange of sensitive personal information is strictly controlled by law.
- Information will be shared on a 'need to know' basis.
- You may withdraw your consent at any time.
- Staff at other Connexions offices within Greater Manchester will be able to see only basic information: name, address, age, telephone number and the name of your Connexions Personal Adviser (PA).
- Staff at Connexions Greater Manchester (the organisation that administers Connexions across this area) will check the quality and accuracy of the information and produce statistical reports to measure the success of the service.

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.

what sort of information does Connexions keep about me?

The sort of information that is kept about you includes:

- First names(s) and surname*
- Date of Birth*
- Address, including postcode*
- Telephone number / email address*
- Gender (Male or Female)*
- Ethnicity (Black Caribbean, White British, Indian, etc...)*
- School/College attended
- GCSE results, if appropriate
- What you are doing (for example: in school, college, employed, unemployed)
- Your Lead Personal Adviser name, their office and contact details*

- Level of support provided by Connexions*
- Record of all contacts you have had with personal advisers (PAs)

Any further information kept about you will be information you have given us when talking with your personal adviser (PA).

sharing your information

If you agree that it would be helpful for us to pass any of your information to anyone else, we will ask you to fill a consent form to give us permission to do this.

The only reason Connexions will pass on information without your permission is if:

- You move to another partnership area in which case only the information identified with an '*' will be forwarded. We will ask for your consent before forwarding any other information.
 - there is a legal requirement to do so
 - there is a risk of serious harm or threat to life.
- In line with the Data Protection Act, your information will not be kept longer than necessary.
- If you do not want us to transfer your information when you move areas, you should let us know.

Information on ethnicity is recorded to assess the impact policies have on race equality (to comply with The Race Relations (Amendment) Act 2000).

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

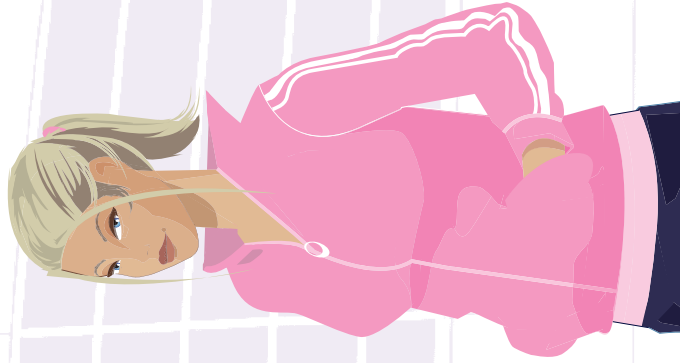
Those working with you use it to understand your circumstances and provide the best help available. Your information will also be used to produce reports and statistics, but in these cases it will not be possible to identify you.

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 persons.

You can withdraw your consent to having information held about you at any time by contacting us at the address shown on the back of this leaflet. If you do this, we will remove from our records that information that you do not wish us to hold.

note:

This may limit the effectiveness of the services which you can be offered.



seeing your information, raising concerns or making complaints

You may ask to see the information held about you at any time by writing to:

Connexions Stockport
64 Chestergate
Stockport
SK1 1NP

There may be a small administration fee to provide this information. If you have any concerns about the information you receive, you should, in the first instance discuss this with the person who has given you the information. If you still feel concerned then contact the Data Protection Officer at:

Data Protection Officer

Connexions Greater Manchester, Turing House, Manchester Techno Park, Archway 5, Birley Fields, Manchester M15 5RL
Email: dpo@connexions-gmcr.org.uk

or contact the:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
Information Line: 01625 545 745
Website: www.dataprotection.gov.uk
Email: data@dataprotection.gov.uk

To find out more, or to have this leaflet explained, speak to your Connexions Personal Adviser (PA).

Please contact us if you would like a copy of the wording of this publication in large print, Braille or audio tape.

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connexions

the
information
that we
keep you
about you

