

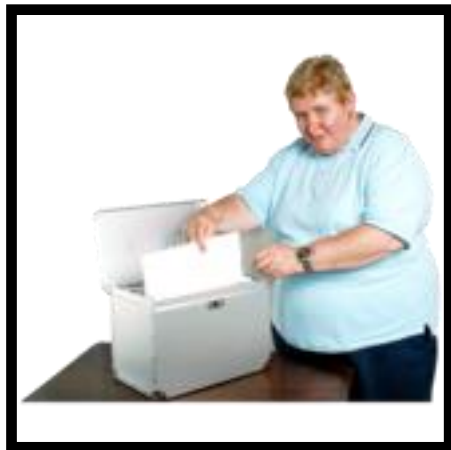


# Keeping information about you safe





We are **Look Ahead**. We give support and we keep you safe.



We record and keep information about all our customers. We do this so we can give you the best services.



We keep all the information about you safely locked away. We only let people see it if it will help them to support you.



The information we keep about you helps us

- Decide about accommodation and support



- Give you the support you need
- Get in touch with the right person if there is an emergency



We will always

- Tell you why we need information **and** how we will use it



- Only keep information we need to give you the right services
- Only keep the correct information about you **and** always keep this safe.



We will not keep information longer than we have to.



We will keep your information **confidential**.

This means we keep your file private so no one can see it unless they need to.



## What information do we keep in your file?

We keep information in your file to do with



- Who you are and support you need **before** you come to use Look Ahead services
- Records about how we have contacted you
- Information about forms and plans





- Information about the rent you pay – if you live in one of our homes.

We need to make sure we have the right information about you.



Look Ahead staff and sometimes a manager, will need to look at your file.



We will only pass your information to someone else if they have a right to know.



Please ask your Support Worker if you'd like to see your Support Plan or Risk Assessment. They can make an appointment to show it to you or give you a copy. If you would like to see more of your information, please email or ask your Support Worker to email your request to:

[myinforequest@lookahead.org.uk](mailto:myinforequest@lookahead.org.uk)



If you think your information is wrong or missing, you can email

[myinforequest@lookahead.org.uk](mailto:myinforequest@lookahead.org.uk)

or ask your Support Worker

to do that for you. If you are unhappy with how your information is being handled, you can make a complaint.





You can always ask

[myinforequest@lookahead.org.uk](mailto:myinforequest@lookahead.org.uk)

about your **data protection**

questions or contact Citizen's Advice

Bureau or the

Information Commissioner's Office



You need to call this number

**0303 123 1113**

Or you can go to this website



[\*\*www.ico.org.uk/yourdatamatters\*\*](http://www.ico.org.uk/yourdatamatters)





You can write to Look Ahead  
at this address

**Look Ahead  
Customer Services  
Kings Building  
16 Smith Square  
London  
SW1P 3HD**

**or call our Customer  
Contact Centre on  
0300 010 4600**