



# about you

As with other services, we need to keep some information about you. We may also record information you share with us.

So why do we keep this information?

- To keep in contact with you
- To make sure you know about our services
- To make sure you get the help, advice and support that meets your needs

We keep information about you on a secure computerised database

## Your rights

You have the right to see the information we keep about you. You can:

- see your computer record at any reasonable time;
- request a paper copy of your record - we will supply this to you within 40 working days (there may be a charge for this service);
- ask for your record to be changed if it is incorrect;
- complain to us if you are unhappy about the way we deal with information about you.

**If you want any of this leaflet explained to you either ask your personal adviser, telephone us on 01384 811400, or email us at [connexions@dudley.gov.uk](mailto:connexions@dudley.gov.uk)**

## The sort of information we keep

- First name(s) and surname
- Date of birth
- Address including postcode
- Telephone number - at home and mobile
- Your e-mail address (if you have one) at school/college/home
- Your gender (male/female)
- Your ethnicity
- Your parent/carer's name and contact address
- School/college/other learning provider/employer
- What you are doing at the moment eg at school, employed, unemployed, etc
- Information on your achievements and qualifications

We may share this information with other organisations who are involved with your education, training or support unless you ask us not to.

## Confidential information

Connexions will not pass on any confidential information you share with us to anyone else unless you tell us in writing it is OK to do so. We will ask you to fill in a form to give us permission. Occasionally, we may be legally required to pass on information about a young person to other organisations, without their permission, for example if we believe that young person to be at risk of personal harm.

The policy laid out in this leaflet protects young people as data subjects under the Data Protection Act 1998.