



## **Confidentiality at Peter Bedford**

### **Your rights & what you can expect**

Guide for tenants and participants  
to Peter Bedford's Confidentiality Policy

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## **This leaflet explains how personal information about you will be dealt with at Peter Bedford Housing Association**



### **What is the aim of the confidentiality policy?**

The aim of the Confidentiality Policy is to explain how we deal with confidential information about you & what you can expect.

Everyone has a right to dignity and privacy. These rights exist in laws like the Human Rights Act 1998 and the Data Protection Act 1998. We want to make sure these rights are respected in the way we deal with personal information about you.



### **What do we mean by personal information?**

Any information about you that is not a matter of public record or is sensitive is called personal information

Some information about you may already be public. Even public information can sometimes be sensitive (e.g. where you are living) and you may not want us to pass this on without your permission. Anything that can be sensitive or identify private things about you is called personal information.



### **What does the policy say?**

The policy says that we will treat all personal and sensitive information about you as confidential to the organisation

This applies to written, computerised & electronic information – and to what people say about you to others



### Why does Peter Bedford need personal information?

We need personal information so that we can provide effective, safe and efficient services to everyone at Peter Bedford

To make sure that you get the services and support you need while you are here, there are some things we need to know about you. We also need information to manage risk, health and safety and to carry out our duty of care to you and others



### Giving us your permission to hold information

We will explain to you why we need the information, what it will be used for and who will have access to it. You have a right to say yes or no.

We will do our best to make sure you understand why we need the information and how it will be used. We will also make sure you understand the consequences of saying “no”



### How will we use personal information about you?

Staff will have access to personal information about you that they **need to know** to carry out their jobs

If staff come into contact with information about you in the course of their work, they will treat this as confidential to the organisation

### How will we store and dispose of information about you?

We will store information about you securely and destroy it when it is no longer needed

We will make sure that any information stored is factually correct and up-to-date. We will keep information only as long as needed to provide you with a service. When you leave we will only keep what the law requires.



### What about giving information to people outside PB?

We will almost always ask your permission before we pass on information about you to **anyone** else

The only exceptions to this are where there is evidence of a serious health and safety risk or fraud – or where there is a legal requirement.



### What to do if you have concerns about confidentiality

If you are concerned about any aspect of confidentiality you can raise it with any member of staff you have contact with

You can also use the Complaints Procedure if you feel there has been a breach of your rights under the confidentiality policy. The Independent Advocate can help you with this.



### How can I find out more about the confidentiality policy?

To get a copy of the full policy just ask any member of staff

You have rights to see the information we hold about you. Please ask for the leaflet on *Access to Files*.