



Keeping information about you safe

A graphic illustration for the Data Protection Act. It features the Royal Coat of Arms on the left, a smartphone and a USB drive in the upper right, and a woman in a light blue sweater on a laptop screen in the lower right. The woman is making a 'shh' gesture with her index finger to her lips. The text 'Data Protection Act' is written in large, bold, black letters in the center-left area of the graphic.



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

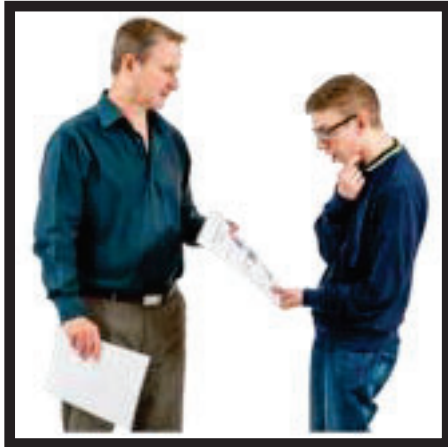


- Give you the support you need
- Get in touch with the right person if there is an emergency



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.

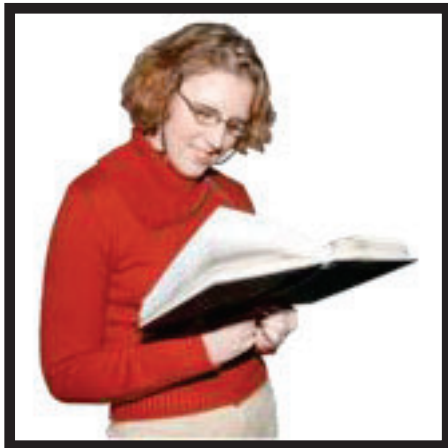


We will not keep information longer than we have to.



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:

IG@lookahead.org.uk



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

IG@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.

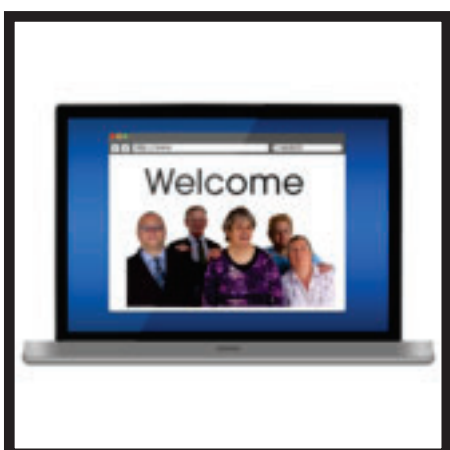


You can always ask
IG@lookahead.org.uk about your
data protection questions or
contact Citizen's Advice
Bureau or the
Information Commissioner's Office



You need to call this number
0303 123 1113

Or you can go to this website



www.ico.org.uk/yourdatamatters



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**