

Who can I talk to?

If you have any questions or worries about the information we ask for, please tell us. We're happy to talk to you about this.

Do I have to give you information?

No. You don't have to give any information and this will not affect the service we give you.

We may need to ask you questions as part of an assessment. If this happens, we will tell you about the assessment and explain why it's important.

“ Buildings and transport can be designed to meet people's different needs, for example ramps in buildings and accessible buses and trams. ”

Who do I contact?

If you would like to request access to your personal information please write to

Information Management Team,
Sheffield City Council,
Floor 4,
Derwent House
Arundel Gate,
Sheffield, S1 2JY

or email
informationmanagement@sheffield.gcsx.gov.uk.

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Sheffield City Council
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www.sheffield.gov.uk



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Getting information about you



Why do you collect my information?

By collecting your information we can find out how you are affected by the services we provide and we can try and make sure that we give you the service you need.

Collecting your information helps us to:

- understand you and what you need;
- understand better what action we might need to take;
- find solutions and make changes if we need to; and
- find out if there are unfair differences so we can get rid of them.

We ask you for your information because we can't improve things without your help.

“ The Library Service use customer information to make sure that book collections cater for different communities. ”

What will you ask me?

We may ask you about your racial group, your sex, your religion or belief, if you have a disability, your age and your sexuality. We may ask you about some or all of these.

We only collect information from you for specific purposes. We will explain this before we ask you so can decide whether to answer. If you have any questions or worries, please ask us.

You won't be asked for any information unless we plan to use it.

“ Adult Social Care use customer information to help them identify service users' care and support needs. Customer information is kept confidential and is only shared with other people providing support (such as a family doctor) after they have asked permission from the service user. ”

Who can see this information?

We have strict laws about how we look after the information we collect, such as the Data Protection Act. Access to your information is only given to staff that need to offer or provide services to you.

How will you use the information?

We will use the information to see how well our services are working, and to help us make decisions about how we deliver services in the future.

We may need to collect information again for a particular service, but if this happens, we will tell you and explain why we need to collect it again.

“ Bereavement Services can make sure that funeral services and facilities cater for all faiths and beliefs because they collect customer information to help them understand different needs. ”